

File No. 210233

Committee Item No. 6

Board Item No. \_\_\_\_\_

## COMMITTEE/BOARD OF SUPERVISORS

### AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date: May 20, 2021

Board of Supervisors Meeting:

Date: \_\_\_\_\_

#### Cmte Board

- Motion
- Resolution
- Ordinance
- Legislative Digest
- Budget and Legislative Analyst Report
- Youth Commission Report
- Introduction Form
- Department/Agency Cover Letter and/or Report
- MOU
- Grant Information Form
- Grant Budget
- Subcontract Budget
- Contract/Agreement
- Form 126 – Ethics Commission
- Award Letter
- Application
- Public Correspondence

#### OTHER

- OCEIA Report - 2021
- Language Access Ordinance Data by Department
- FYI Referral – March 10, 2021
- \_\_\_\_\_
- \_\_\_\_\_

Prepared by: John Carroll

Date: May 14, 2021

Prepared by: John Carroll

Date: \_\_\_\_\_

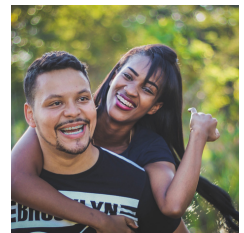
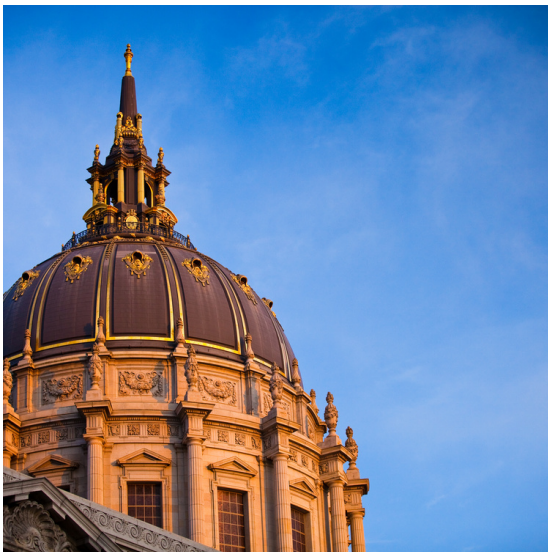
Prepared by: John Carroll

Date: \_\_\_\_\_

# 2021

## *Language Access in San Francisco*

SF LANGUAGE ACCESS ORDINANCE SUMMARY REPORT



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# 2021

## *Language Access in San Francisco*

SF LANGUAGE ACCESS ORDINANCE SUMMARY REPORT



## *About This Report*

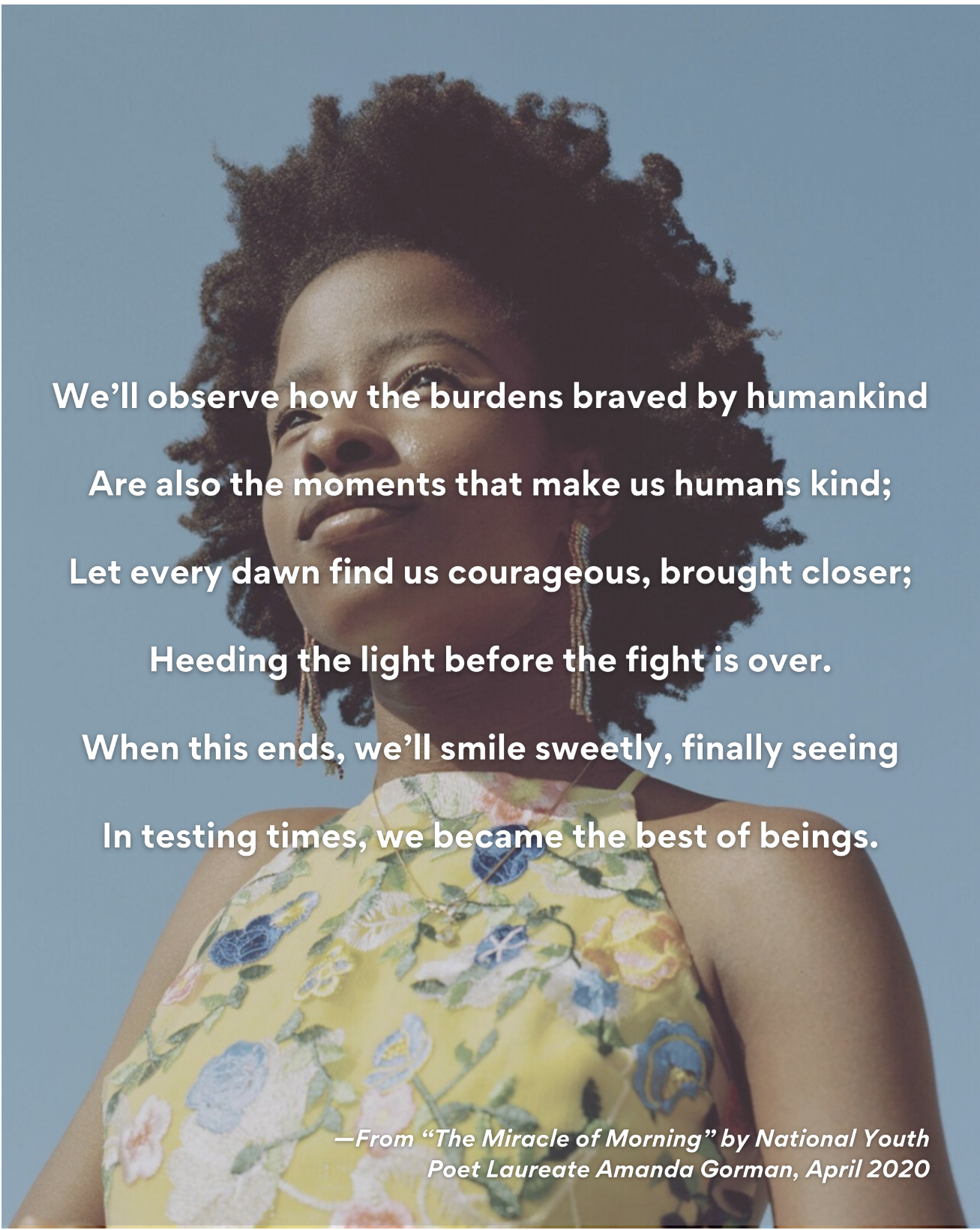
This report is dedicated to the many frontline health, safety, bilingual and essential workers who are tirelessly getting us through the tough year and days ahead.

The annual Language Access Ordinance Summary Report evaluates citywide compliance and progress with the San Francisco Language Access Ordinance (LAO). As required by the LAO, the annual report is submitted to the Board of Supervisors and the Immigrant Rights Commission by February 1 of each year. This year's report covers Fiscal Year 2019-2020 (July 1, 2019 to June 30, 2020) and includes all data submitted by October 1, 2020 by reporting departments.

In addition to overseeing compliance, the Office of Civic Engagement & Immigrant Affairs (OCEIA) assists City departments, the Mayor's Office, and the Board of Supervisors to better meet the language needs of San Francisco's Limited English Proficient (LEP) residents and workers. These services include trainings, tools, resources and recommendations to increase capacity and provisioning for language access services. On a limited basis, OCEIA's Language Access Unit also provides direct translation and interpretation assistance.

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We'll observe how the burdens braved by humankind  
Are also the moments that make us humans kind;  
Let every dawn find us courageous, brought closer;  
Heeding the light before the fight is over.  
When this ends, we'll smile sweetly, finally seeing  
In testing times, we became the best of beings.

*—From “The Miracle of Morning” by National Youth  
Poet Laureate Amanda Gorman, April 2020*

(Photo by Kelia Anne)

# *Introduction*

A once-in-a-century global pandemic, a confusing 2020 Census count, a cry for justice and racial equity, an uncivil war and insurrection over a fair election, a democracy at risk and the rebuilding of a nation — these were the major challenges of the past year and the earmarks of one of the most tumultuous and violent times in this nation’s recent history.

Cities across the country faced these challenges while grappling with existing issues of homelessness, affordability, livability, transportation and more. The COVID-19 pandemic laid bare longstanding inequities in access to information, health care, government services and resources. As local, state and federal governments, health care providers and hospitals struggled to respond to this global emergency, among those left behind were people in poverty, people experiencing homelessness, Black, Indigenous and people of color (BIPOC) communities, immigrants, people who speak a primary language other than English, and those without digital access.

If there was ever a moment in time when language access was critical, it was during this pandemic. About 66 million people in the United States speak a language other than English at home and nearly 22%, or 26 million, speak no or limited English. In California, 44.1%, or about 5.8 million households, are considered “limited English-speaking.” During the pandemic, many non-English speaking COVID-19 patients have lacked access to interpreters, personal protective equipment (PPE), timely information in language, and other emergency services. Lives depend on each of us communicating, understanding and following health orders, and respecting the health and safety of others.

As the Office of Civic Engagement & Immigrant Affairs (OCEIA) enters its 12th year of implementing the Language Access Ordinance (LAO) and advancing language equity in San Francisco, we recommit ourselves to working with the Immigrant Rights Commission, City agencies and leaders, and community partners to build stronger language access capacity. Language access is about more than increasing budgets and listing bilingual employees on the payroll; it’s about empowering City employees to do all that they can to better serve the public. It’s about making it possible for our residents, workers, students and visitors to navigate city systems, access critical services, be informed in a timely manner and participate in ways that are relevant and meaningful.

As inaugural poet laureate Amanda Gorman said on January 20, 2021, “We are striving to forge our union with purpose. To compose a country, committed to all cultures, colors, characters, and conditions of man.”

In a world-class city that prides itself on being innovative, a willingness to change and adapt to being more just and equitable will make San Francisco stronger and resilient. We do this by including and lifting up **all** our people, so they can live safely, participate, achieve, contribute, and thrive.

That’s what a democracy and an inclusive city and nation should be.

---

**Adrienne Pon, Executive Director**

*January 2021*



# Report Summary

Each year, the Language Access Ordinance (LAO) report provides San Francisco’s policymakers with a picture of how City departments are doing overall in meeting the spirit, intent, and requirements of the LAO. The information helps identify successes as well as barriers faced, and can be used to help City departments better serve Limited English Proficient (LEP) communities.

This year’s self-reported data from departments indicates that, in the aggregate, the City is meeting its language access requirements. However, departments faced a number of challenges in providing language services; since Fiscal Year (FY) 2017-2018, both the number of bilingual employees and the number of LEP client interactions have continued to decline.

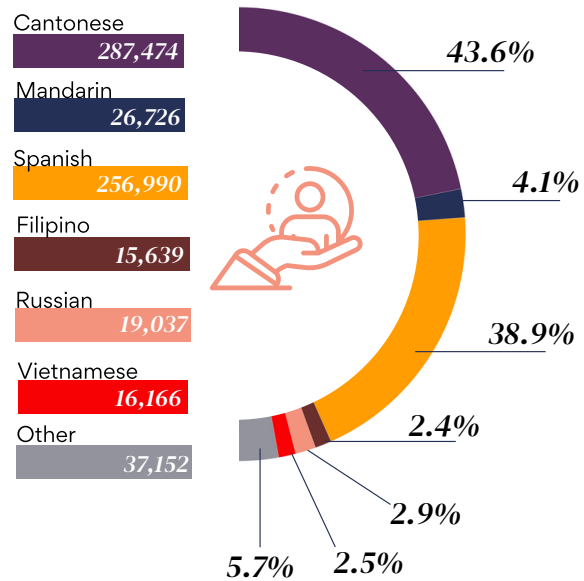
Notably, departments increased their language services budgets significantly this year. This is an indication that they understand the importance of making programs, services and information accessible to all San Franciscans.

City departments that helped provide services and information related to the ongoing COVID-19 public health emergency reported making language access a central part of their work. Because the public health order was announced in March 2020, during the third quarter of the period covered by this report, this investment in language services may be more evident in next year’s report.

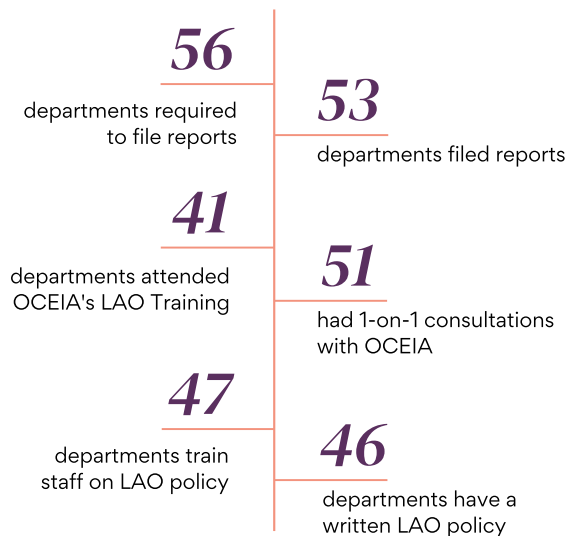
Although language services budgets increased across the board, there has not been a simultaneous increase in the number of bilingual staff. City departments should identify bilingual staff with the language fluency to translate and/or interpret vital or complex information, particularly during public health and safety emergencies.

The COVID-19 pandemic reinforced the value of language access and the continuous need to prioritize this as essential in order for residents, workers and members of the public to be fully informed and able to cooperate and respond during emergencies and disasters.

## LEP Client Interactions



## Department Compliance





# Findings

Although this report covers a full fiscal year (July 1, 2019 to June 30, 2020), the COVID-19 pandemic has been a key factor in reported data, especially during the fourth quarter of the year (April 1 to June 30, 2020). The pandemic presented many challenges and disproportionately impacted Black, Indigenous and people of color (BIPOC), immigrant, Limited English Proficient (LEP) and vulnerable populations. Overall, City departments responded by dedicating more resources to language services, but without simultaneous increases in the number of bilingual staff. It would be advisable for departments to assess if bilingual staff are adequately trained and able to respond to a public health emergency of the magnitude of COVID-19, or if other solutions can be implemented to better meet the language needs of nearly half of the City’s population.

## Increased Investment

The total language access services budget across all departments this year was \$22,737,599, a more than 40% increase from \$16.1 million in the previous year. However, when compared to the City’s total operating budget, this amount remains a small fraction, at less than 1%.

The top five departments that increased their language services budgets this year (FY 2019-2020) were:

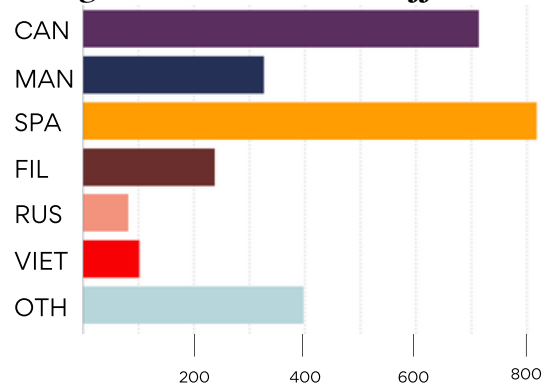
- Department of Building Inspection with a \$505,784.00 increase (20.01%)
- Department of Elections with a \$4,510,668.00 increase (273.31%)
- Human Services Agency with a \$91,541.93 increase (6.24%)
- Municipal Transportation Agency with a \$1,220,743.40 increase (80.95%)
- Office of Civic Engagement and Immigrant Affairs with a \$678,144.93 increase (600.10%)

During a major national election and global public health emergency, these numbers show that departments made a significant effort to ensure that all San Franciscans had access to services and timely information in their language. The 2020 presidential election was undoubtedly a factor in the significant increases in the Department of Elections’ budget for language services.

## Bilingual Staffing

There are 2,570 reported bilingual staff across all departments — 1,585 of whom are certified. They include 714 staff members who speak Cantonese, 326 who speak Mandarin, 818 who speak Spanish, 238 who speak Filipino, 102 who speak Vietnamese, 82 who speak Russian, and 398 who speak another language. Some employees speak multiple languages (for example, Cantonese, Mandarin, and Vietnamese).

### *Bilingual Public Contact Staff*



An important issue to note is the overall decrease in the number of bilingual staff starting in FY 2017-2018, although 40 out of 53 departments reported having adequate levels of bilingual employees.

## Intake Methods Used by Departments

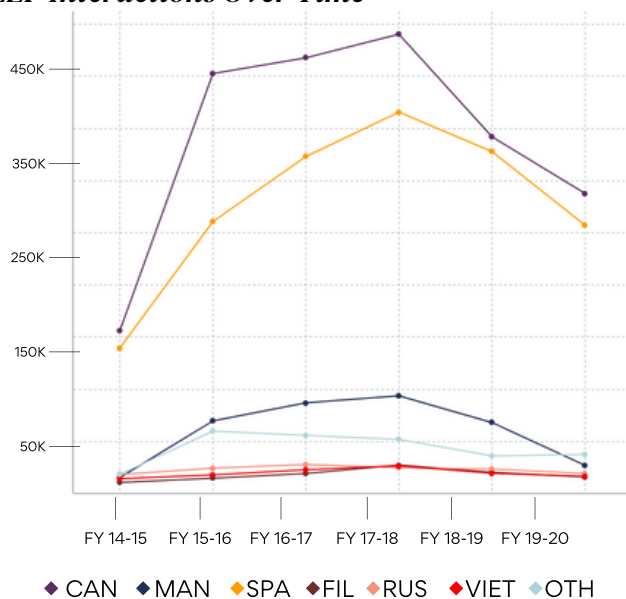
Since 2009, the Office of Civic Engagement & Immigrant Affairs (OCEIA) has encouraged departments to use reliable methods for collecting and reporting more detailed language access data. After OCEIA developed forms and digital tools that could be used across the City, departments have significantly improved in this area and have shifted to using intake forms instead of surveys and telephone calls to count client interactions. Of 53 departmental submissions for FY 2019-2020, 28 departments used an intake method, 11 departments used a survey, 10 departments used telephone logs, and four departments used other methods to estimate the number of LEP clients.

- **Intake Method:** Forms that include questions about a client’s primary language. The information entered on these forms is often stored in an digital database/customer relationship management (CRM) system. These data systems should have the capability to generate reports based on primary language.
- **Survey Method:** Conducting an annual survey of all contacts with the public during a period of at least two weeks.
- **Telephonic Method:** Calculating the annual number of requests for telephonic interpretation services, based on phone logs.

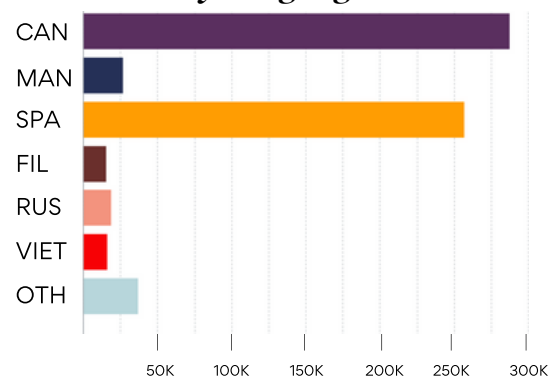
## LEP Client Interactions

Of 28,539,171 client interactions reported across all departments, 2.3% (659,184) were with LEP clients. Of these, 287,474 (43.6%) were in Cantonese, 26,726 (4.1%) were in Mandarin, 256,990 (38.9%) were in Spanish, 15,639 (2.4%) were in Filipino, 16,166 (2.5%) were in Vietnamese, 19,037 (2.9%) were in Russian, and 37,152 (5.7%) were in other languages.

### *LEP Interactions Over Time*



### *LEP Clients by Language*



Despite an increase in the City’s total population, departments reported that LEP client interactions across all languages decreased, with the largest drop in Cantonese, Spanish, and Mandarin LEP clients.

For FY 2018-2019, departments reported 811,645\* total LEP client interactions, a decrease from the previous reporting period. In FY 2019-2020, that number continued to decrease by 19%, to 659,184 LEP interactions. Another important trend to observe is the percentage of LEP interactions as a proportion of all client interactions citywide.

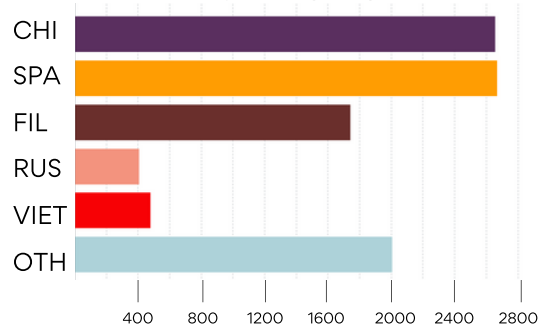
\*Numbers reported may include multiple interactions with the same client; departments may be reporting bilingual interactions of any duration, not just LEP interactions.

In FY 2018-2019, LEP clients represented 6.4% of the total client population. For this reporting period, those interactions decreased further. Of 28,539,171 client interactions reported across all departments, only 2.3% (659,184 interactions) were with LEP clients. These numbers could reflect the impact of COVID-19 on the community, but further research and a different methodology would be needed to determine all factors.

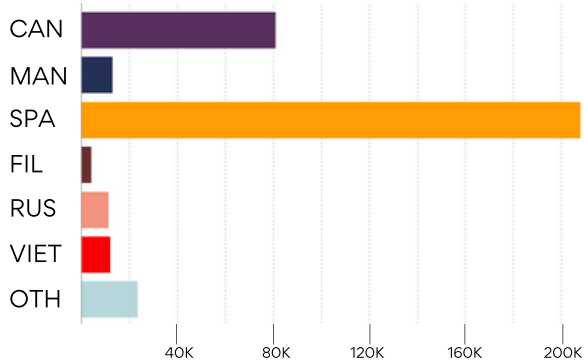
**Translations**

Translation of written documents increased significantly in this reporting period over the previous year, from 4,889 translations to over 8,435 translations. The largest increases were in Spanish and Filipino. Of 8,435 translations across all departments, 2,657 (31.5%) were in Chinese, 2,668 (31.6%) were in Spanish, 1,743 (20.7%) were in Filipino, 480 (5.7%) were in Vietnamese, 409 (4.9%) were in Russian, and 478 (5.7%) were in other languages.

***Translations by Language***



***Interpretations By Phone***



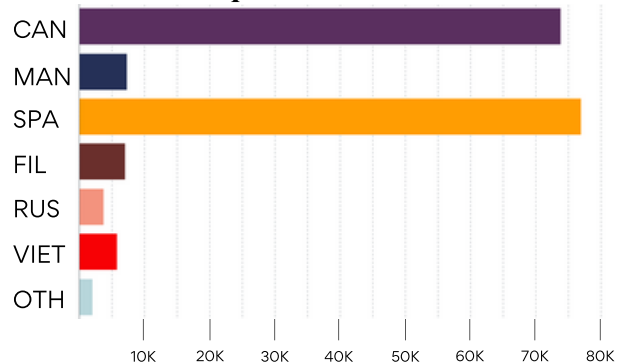
**Telephonic Interpretation**

There was also an increase in telephonic interpretation. Of 353,440 phone interpretations across all departments, 80,989 (22.9%) were in Cantonese, 13,013 (3.7%) were in Mandarin, 208,139 (58.9%) were in Spanish, 4,263 (1.2%) were in Filipino, 12,116 (3.4%) were in Vietnamese, 11,402 (3.2%) were in Russian, and 23,518 (6.7%) were in other languages.

**In-Person Interpretation**

In-person interpretations dropped from the previous fiscal year, likely due to the public health orders that closed public offices and City buildings. Of 176,568 in-person interpretations across all departments, 73,767 (41.8%) were in Cantonese, 7,300 (4.1%) were in Mandarin, 76,913 (43.6%) were in Spanish, 7,054 (3.9%) were in Filipino, 5,766 (3.3%) were in Vietnamese, 3,760 (2.2%) were in Russian, and 2,008 (1.1%) were in other languages.

***In-Person Interpretation***





# Snapshot of San Francisco



**874,961**

Total population of SF



**34.3%**

Foreign-born population in SF



**19.5%**

SF residents who identify as LEP



**43.1%**

SF residents over the age of 5 who speak a language other than English at home



**109\***

Languages spoken in SF



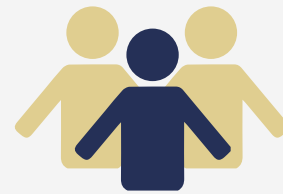
**127\***

Languages spoken in the Bay Area

\*These numbers represent a marked departure from previous reports due to a change in how the United States Census Bureau categorizes and codes language data.

**1 in 3**

**San Francisco residents is an immigrant.**



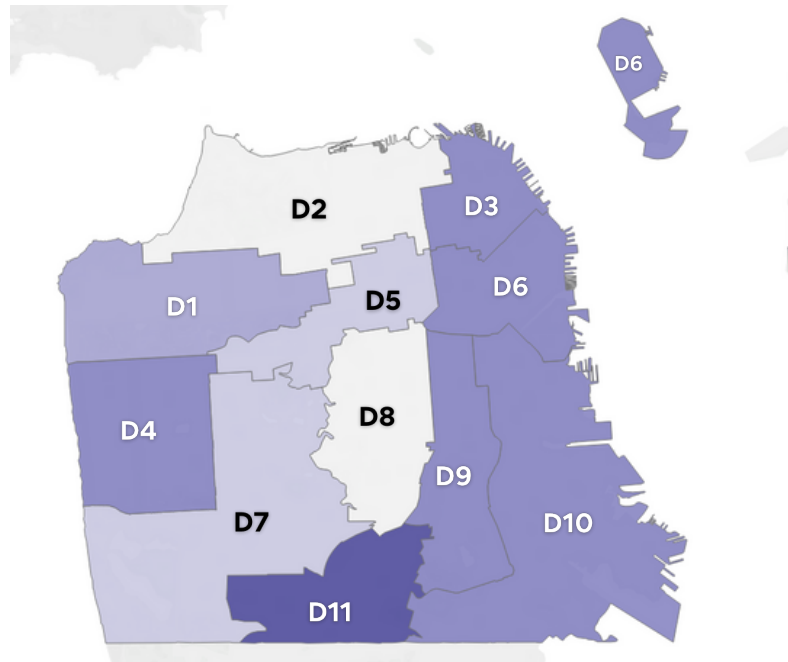
With 34.3% of its residents born outside of the U.S., San Francisco remains one of the most culturally and linguistically diverse cities in the country.



# Supervisory Districts

From the highest to lowest LEP population:

	<u>Total Population</u>	<u>LEP Population</u>	<u>% LEP</u>
D11	83,579	30,355	36%
D4	75,045	20,065	27%
D10	70,926	20,007	28%
D3	72,039	19,303	27%
D9	82,984	18,784	23%
D6	81,253	16,942	21%
D1	77,497	14,117	18%
D7	72,859	9,182	13%
D5	82,234	8,458	10%
D8	70,990	3,204	4%
D2	66,019	2,667	4%



For full data on San Francisco's LEP population by supervisory district, neighborhood, and top five languages spoken, visit:

[bit.ly/sflanguagedata](https://bit.ly/sflanguagedata)



All data from United States Census Bureau's 2015-2019 American Community Survey



# Looking Back

## Looking Back on 2020

The Office of Civic Engagement & Immigrant Affairs (OCEIA) works with language access liaisons from every department to coordinate services and assistance. Liaisons receive resources, tools and special training on language access laws, data collection, tailoring implementation and service provisioning to clients, and planning.

The 2020 Census, one of the most politically charged and confusing in history, required increased resources and staff time from OCEIA to produce multilingual, multicultural information and inclusive materials that reflected San Francisco's diverse populations and languages. Department liaisons played an important role in ensuring that the public was informed and motivated to participate, despite insufficient support and direction from the U.S. Census Bureau.

The COVID-19 pandemic significantly changed the way City departments provided services to the public, and one of the biggest impacts can be seen in language access. From the creation of the COVID-19 Command Center to the pivot to remote Board and Commission meetings, departments had to rethink the way they did business. During this reporting period, language access liaisons played a crucial role as City departments shifted their service models to meet additional needs due to the pandemic. Liaisons worked to ensure that Limited English Proficient (LEP) residents and workers continued to have equal access to timely information and opportunities for civic engagement in their languages.



### ***San Francisco Digital Services and Department of Public Health***

When the Shelter-in-Place order took effect on March 17, 2020, one of the biggest challenges was how to keep COVID-19-related translations updated on the SF.gov website. San Francisco Digital Services worked to ensure that online information was written in clear, plain language. The Department of Public Health provided essential COVID-19 information with translations in threshold and other languages.



### ***San Francisco Municipal Transportation Agency***

San Francisco Municipal Transportation Agency (SFMTA) recognized that the challenges brought on by the pandemic could disproportionately impact LEP community members, including those who may be more reliant on public transportation. To enhance accessibility, SFMTA partnered with ethnic media, expanded multilingual content on its website, and distributed multilingual mailers to inform residents about service change updates and how to take public transportation according to COVID-19 protocols.



## ***San Francisco Board of Supervisors***

The San Francisco Board of Supervisors was one of the first governing bodies in California to shift to remote meetings. The Office of the Clerk of the Board immediately partnered with OCEIA to ensure that LEP constituents had equal opportunities to participate. OCEIA’s small team of interpreters continue to assist on a stand-by basis to support constituents who need interpretation services in Cantonese, Mandarin, Filipino and Spanish.



## ***Recreation and Park Department, Department of Children, Youth and Their Families, and the San Francisco Public Library***

RPD and DCYF led the effort to provide free emergency child and youth care to families of City health care workers, Disaster Service Workers, and other frontline COVID-19 workers at the start of the pandemic. This successful effort led to the creation of the Community Hubs Initiative, a neighborhood-based strategy in partnership with the Library and community organizations, to support families during the school year. Multilingual information was distributed throughout the City and available on websites.

## ***The Language Access Network of San Francisco***

Established in 2012, the Language Access Network (LAN) is a coalition of community-based organizations funded by OCEIA to provide education and outreach on language access rights and services, report violations of the LAO, and provide community feedback to City departments on best practices in serving other-than-English proficient communities. In 2020, LAN educated over

10,000 community members; conducted over 100 spot-checks of City departments; and partnered to provide greater access to citywide services and crucial information. Throughout the pandemic, LAN has advocated for more timely and accurate in-language information from emergency and public health departments.



## ***LAN Partners include:***



# Looking Forward



## Language Access in a COVID-19 Recovery Period

In April 2020, Mayor London N. Breed and Board of Supervisors President Norman Yee created the COVID-19 Economic Recovery Task Force (Task Force) to respond to the urgent needs of San Francisco's workers, businesses, organizations, and vulnerable populations arising from the COVID-19 pandemic. Co-chaired by San Francisco Assessor-Recorder and incoming City Administrator Carmen Chu, San Francisco Treasurer José Cisneros, Rodney Fong, President and CEO of the San Francisco Chamber of Commerce, and Rudy Gonzalez, Executive Director of the San Francisco Labor Council, AFL-CIO, the 100-member Task Force was comprised primarily of members of the public. The Task Force was charged with guiding the City's COVID-19 recovery efforts to sustain and revive local businesses and employment, mitigate the economic hardships affecting the most vulnerable San Franciscans, and help build a resilient and equitable future. Leveraging the ideas and creativity of San Francisco's diverse communities, the Task Force sought out the perspectives of underrepresented populations through the Community Engagement and Listening team to amplify the voices of community members disproportionately impacted by COVID-19.

Specific insights about Limited English Proficient (LEP) and immigrant communities included:

- The need for culturally responsive, timely, accessible, and concise information and guidance for small business owners and residents, particularly those with language and technology barriers.
- Increasing digital literacy and updating tools to bridge the digital divide for many vulnerable populations, including seniors, people with disabilities, parents and students, non-English monolingual speakers, and small business owners.
- Culturally competent, in-language communications and solutions are essential.
- The need to invest in Black, Indigenous and people of color (BIPOC) and immigrant communities.

## Recommendations

1

### **Increase language services planning and coordination for natural disasters and public health and safety emergencies.**

The COVID-19 pandemic has made it clear that advance preparation and close coordination across emergency response and public serving departments is vital to informing the public and keeping everyone safe. While the Language Access Ordinance (LAO) requires departments to prepare emergency plans, departments still struggle with providing adequate translation and interpretation services during emergencies and public health or safety situations. The expectation that the Office of Civic Engagement & Immigrant Affairs' (OCEIA's) small unit of only 2.5 language specialists can handle all emergency requests simultaneously from multiple departments is unrealistic. An interagency team needs to be convened to work with OCEIA, the Immigrant Rights Commission, and key departments to 1) develop and build emergency language translation and interpretation capacity and protocols; and 2) train bilingual-certified employees who have adequate levels of language fluency in the languages understood and spoken by San Francisco's diverse populations. Website translation should be adequately funded and supported so that information is culturally and linguistically accurate across departments and easily assessible on the City's official website.

2

### **Expand bilingual certification and language fluency testing in both threshold and emerging languages.**

The Department of Human Resources currently tests and certifies bilingual employees in 10 languages. Certification ensures that employees meet a minimum standard of proficiency in their language skills and comes with a modest pay incentive to encourage more utilization of language abilities. To better serve the City's diverse residents, certification could be expanded to all languages that are consistently used by departments to better meet the needs of residents and workers, including both threshold (Chinese, Filipino, Spanish) and non-threshold languages such as Russian, Vietnamese, Korean, Mayan, Arabic, French Creole, et cetera. It is also recommended that an intermediate and/or advanced level assessment be developed to identify bilingual employees who can perform translation and interpretation during emergencies and public health or safety situations.

3

### **Increase city and community language access capacity.**

Moving forward, OCEIA will begin implementation of the Community Interpreters Bank Pilot Program by May 2021, working closely with City departments and community-based organizations to increase City and community capacity for language access, as well as exploring economic opportunities in language services for bilingual community members.

While the LAO requires departments to be responsible for provisioning translation, interpretation and other language services to meet the needs of their clients and city residents, OCEIA will continue to update tools, provide professional training and assist departments with their planning.

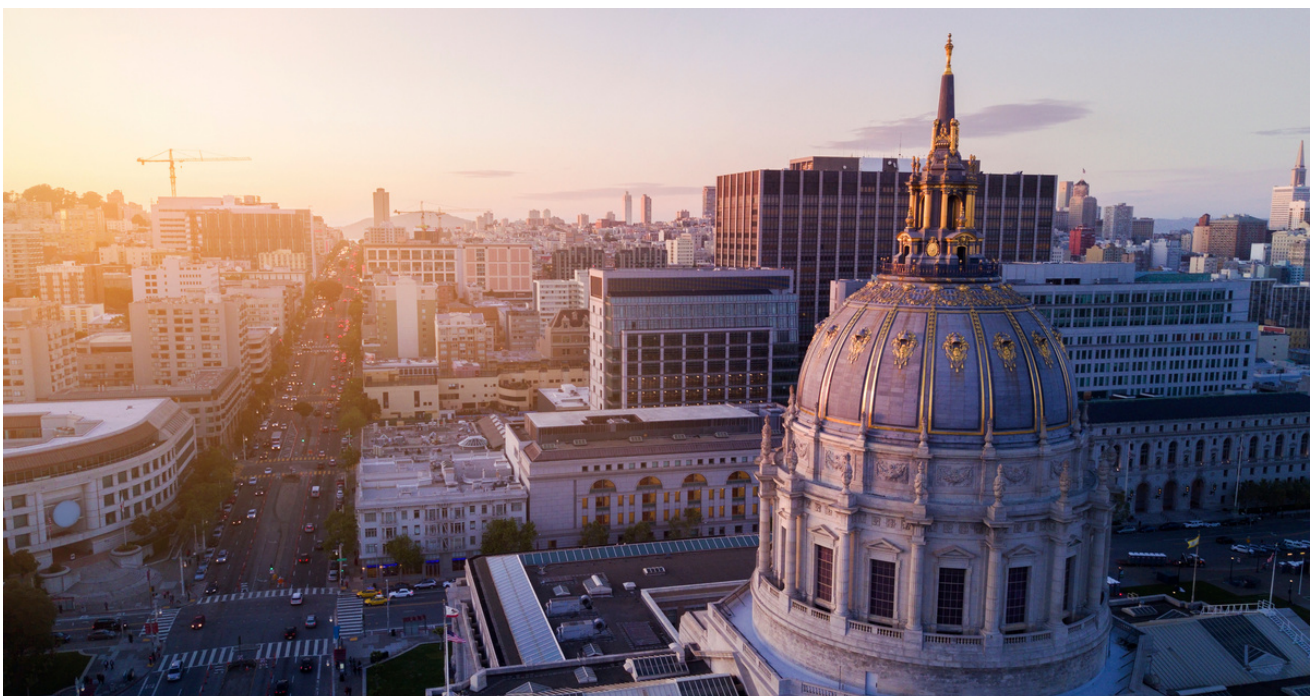
OCEIA's Language Access Unit will continue to partner with the Office of the Clerk of the Board of Supervisors to increase civic participation in public meetings. OCEIA will also continue to provide limited direct language assistance to departments for urgent, emergency, and public safety situations.

**4****Develop more robust assessment, training and support for bilingual City employees.**

There is currently no citywide budget allocated to ongoing training and support for bilingual employees and their use of language skills on the job. While OCEIA has increased the number of City employees trained through its Language Access Academy, a series of trainings developed to address the specific needs of City staff, ongoing support and advanced skill development need to be supported and funded to ensure the highest quality of language services to the public. Although San Francisco's largest LEP populations are Chinese, Filipino and Spanish, the City serves many residents who speak languages of lesser diffusion and with greater emerging needs. Many newcomers from these communities struggle with accessing basic services and information. The Department of Human Resources could work with OCEIA to identify advanced training programs that support both written and spoken language comprehension and develop various levels of certification (basic, intermediate, advanced/professional), as well as quality standards. As departments increase their investment in language access resources and perform proactive outreach, the quality and consistency of translated materials and interpretation across departments is critical.

**5****Increase accountability for language access provisioning and LAO compliance.**

While OCEIA conducts data collection, trains departments on the LAO, develops tools and resources, and summarizes compliance using a variety of metrics, the Immigrant Rights Commission could support compliance by reconvening its Language Access Committee and implementing a joint task force that includes language experts, community members and leaders to identify mechanisms to increase accountability and confirm self-reported data by departments. While compliance has been linked to the budget process in the past, there is no consistent way of enforcing LAO requirements for implementing language access plans, staffing and budgets.



# Department List

*Fiscal Year 2019-2020*

311	Mayor's Office of Housing & Community Development
Adult Probation	Mayor's Office on Disability
Animal Care & Control	Medical Examiner
Arts Commission	Municipal Transportation Agency
Asian Art Museum	Office of Cannabis
Assessor-Recorder	Office of Economic & Workforce Development
Board of Appeals	Office of Resilience & Capital Planning
Board of Supervisors	Office of Transgender Initiatives
Building Inspection	Planning Department
Children, Youth & Their Families	Police Accountability
Children & Families Commission	Police Department
Child Support Services	Port of San Francisco
City Administrator	Public Defender's Office
City Hall Events	Public Health
Civic Engagement & Immigrant Affairs	Public Library
County Clerk	Public Utilities Commission
District Attorney's Office	Public Works
Elections	Real Estate Division
Emergency Management - 911	Recreation & Parks
Environment	Rent Board
Ethics Commission	San Francisco International Airport
Fine Arts Museum of San Francisco	San Francisco Zoo
Fire Department	Sheriff's Department
Homelessness & Supportive Housing	Status of Women
Human Rights Commission	Treasure Island
Human Services Agency	Development Authority
Juvenile Probation	Treasurer & Tax Collector
Labor Standards Enforcement	War Memorial
Mayor's Office	





# *Department Highlights*


For City Administrator's Divisions, turn to page 24.

**Full and complete data required by the LAO may be viewed  
in the individual department dashboards. Visit:**

*[bit.ly/laodashboards](https://bit.ly/laodashboards)*


 Total budget for Language Access

 Has a written policy


 Training for public contact staff


 Completed mandatory LAO training


 Completed


 Not reported or not applicable

### Adult Probation


 \$31,324


 ✓


 ✓


 ✓

### Arts Commission


 \$7,440


 ✓


 ✓


 ✓

### Asian Art Museum


 —


 ✓


 —


 —

### Assessor-Recorder


 \$9,418


 ✓


 ✓


 —

### Board of Appeals


 \$1,348


 ✓


 ✓


 ✓

### Board of Supervisors (Clerk)


 \$2,192


 ✓


 ✓


 —

### Building Inspection


 \$3,033,161


 ✓


 ✓


 ✓

### Children, Youth & Their Families


 \$35,279


 ✓


 ✓

 ✓




 Total budget for Language Access

 Has a written policy


 Training for public contact staff


 Completed mandatory LAO training


 Completed


 Not reported or not applicable

### Children & Families Commission


 \$20,914


 —


 —


 —

### Child Support Services


 —


 ✓


 ✓


 —

### District Attorney's Office


 \$109,651


 ✓


 ✓


 ✓

### Elections


 \$6,161,027


 ✓


 ✓


 ✓

### Emergency Management - 911


 \$62,729


 —


 ✓


 ✓

### Environment


 \$26,562


 ✓


 ✓


 ✓

### Fire Department


 \$8,006


 —


 ✓


 —

### Ethics Commission

 —

 ✓

 ✓

 —



Total budget for Language Access



Has a written policy



Training for public contact staff



Completed mandatory LAO training



Completed



Not reported or not applicable

### Fine Arts Museums of San Francisco



\$9,000



—



—



✓

### Homelessness & Supportive Housing



\$19,722



✓



✓



✓

### Human Rights Commission



\$2,916



✓



✓



—

### Human Services Agency



\$1,559,713



✓



✓



—

### Juvenile Probation



\$26,701



✓



✓



—

### Mayor's Office



—



—



✓



✓

### Mayor's Office of Housing & Community Development



—



✓



✓



✓

### Municipal Transportation Agency



\$2,728,849




✓





—



✓


 Total budget for Language Access

 Has a written policy


 Training for public contact staff

 Completed mandatory LAO training

 Completed

 Not reported or not applicable

### Office of Economic & Workforce Development

 \$13,351

 ✓

 ✓

 ✓

### Planning Department

 \$21,938

 ✓

 ✓

 ✓

### Police Accountability

 \$12,100

 ✓

 ✓

 ✓

### Police Department

 \$710,116

 ✓

 ✓

 ✓

### Port of San Francisco


 \$840

 ✓

 ✓

 ✓

### Public Defender's Office


 \$97,090

 ✓

 ✓

 ✓

### Public Health

 \$6,108,727

 —

 ✓

 ✓


### Public Library


 \$455,784


 ✓

 ✓

 ✓


 Total budget for Language Access

 Has a written policy





 Training for public contact staff

 Completed mandatory LAO training





 Completed

 Not reported or not applicable





### Public Utilities Commission

 \$47,427  ✓  ✓  ✓

### Recreation & Parks

 \$86,256  ✓  ✓  ✓





### Rent Board

 \$158,706  ✓  ✓  ✓





### San Francisco International Airport

 \$31,698  ✓  ✓  ✓





### San Francisco Zoo

 —  ✓  ✓  ✓




### Sheriff's Department

 \$161,074  ✓  —  —

### Status of Women

 —  ✓  ✓  ✓

### Treasurer & Tax Collector

 \$96,996  ✓  ✓  ✓



Total budget for Language Access



Has a written policy



Training for public contact staff



Completed mandatory LAO training



Completed



Not reported or not applicable

## War Memorial



\$12,000



Visit our departmental dashboards online:

***[bit.ly/laodashboards](https://bit.ly/laodashboards)***





Data on citywide service delivery to LEP clients

Departmental data and specific department reports





Information on San Francisco's Language Access Ordinance

# City Administrator - Divisions





## 311

 \$69,457	 ✓
 ✓	 ✓





## Animal Care & Control

 —	 ✓
 ✓	 —





## City Administrator (Central Office)

 —	 ✓
 ✓	 ✓





## City Hall Events

 —	 —
 —	 ✓





## Civic Engagement & Immigrant Affairs (OCEIA)

 \$791,151	 ✓
 ✓	 ✓





## County Clerk


 —	 ✓
 ✓	 ✓


## Labor Standards Enforcement


 —	 ✓
 ✓	 —

## Mayor's Office on Disability

 \$107	 ✓
 ✓	 ✓


 Total budget for Language Access

 Has a written policy





 Training for public contact staff

 Completed mandatory LAO training





 Completed

 Not reported or not applicable





### Medical Examiner

 —	 —
 —	 ✓





### Office of Cannabis

 —	 ✓
 ✓	 ✓





### Office of Resilience & Capital Planning

 —	 —
 —	 ✓




### Office of Transgender Initiatives

 \$10,000	 —
 —	 ✓





### Real Estate Division

 \$467	 ✓
 ✓	 —

### Public Works

 \$6,783	 ✓
 ✓	 ✓

### Treasure Island Development Authority

 \$720	 ✓
 —	 ✓



## *About OCEIA*

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

OCEIA's mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic, and linguistic integration. OCEIA's programs and initiatives include: 2020 Census Grantmaking, Civic Engagement, Community Safety, Integrated Immigrant Services, and Language Access. In addition to overseeing compliance, OCEIA assists City Departments, the Mayor's Office, and the Board of Supervisors to better meet the needs of residents and workers for whom English is not a primary language. These services include trainings, tools, resources and recommendations to increase capacity and provisioning for language access services. On a limited basis, OCEIA's Language Access Unit also provides direct translation and interpretation assistance.





*Connect with OCEIA on social media:*

**@oceia\_sf**



**/sfgov.oceia**

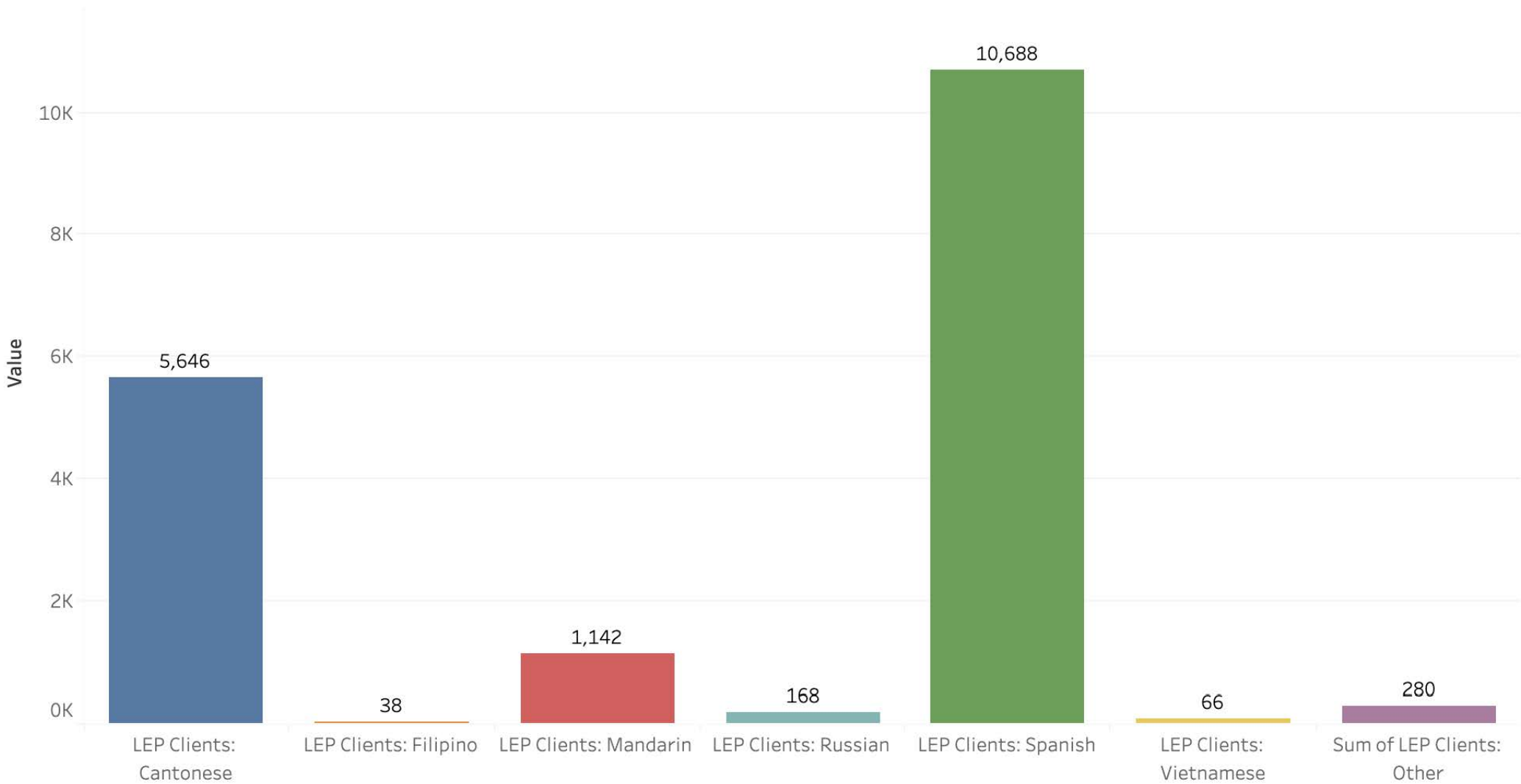


**@sf\_immigrants**

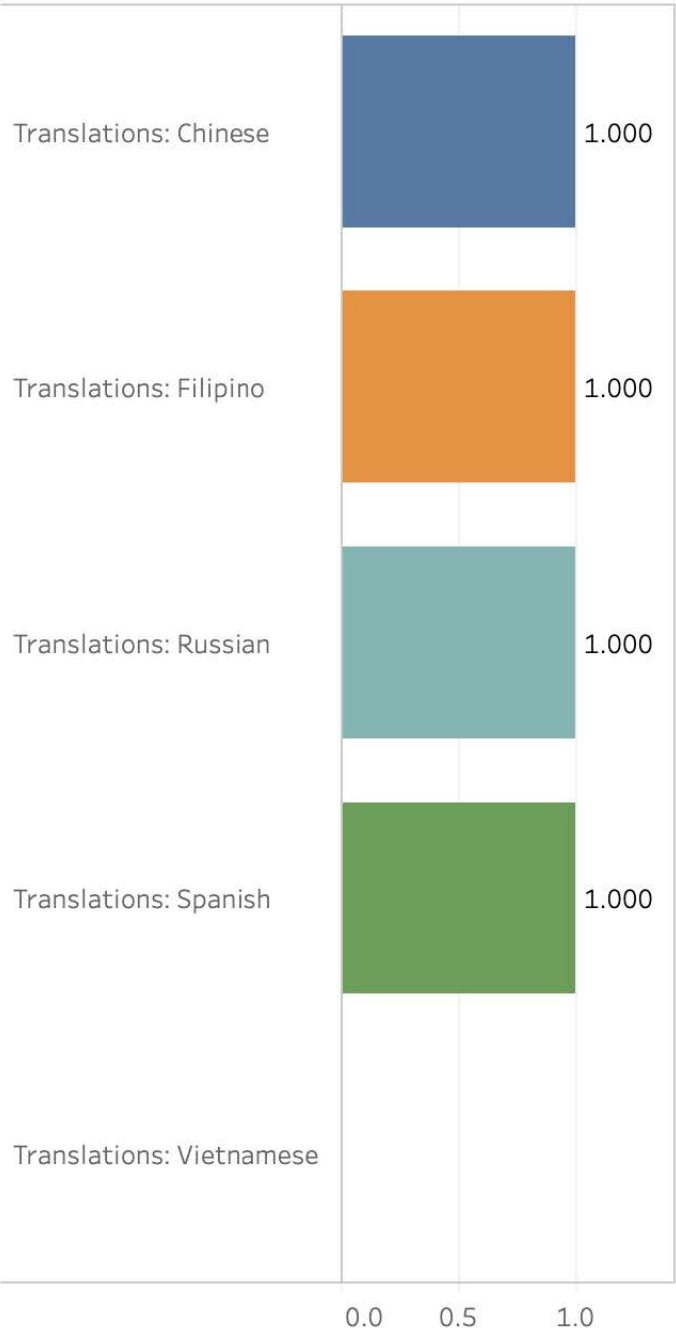
Department

311 (Customer Service)

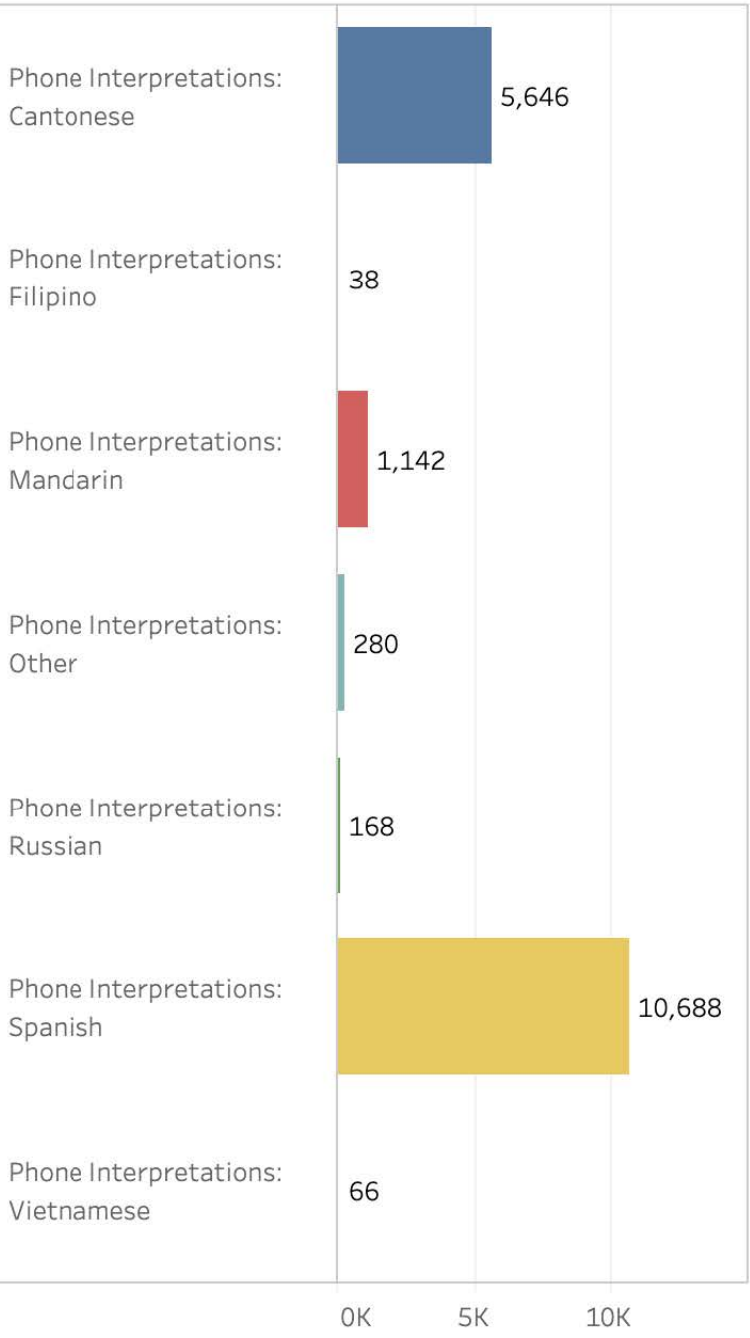
### LEP Clients Served



### Translations



### Telephonic Interpretations



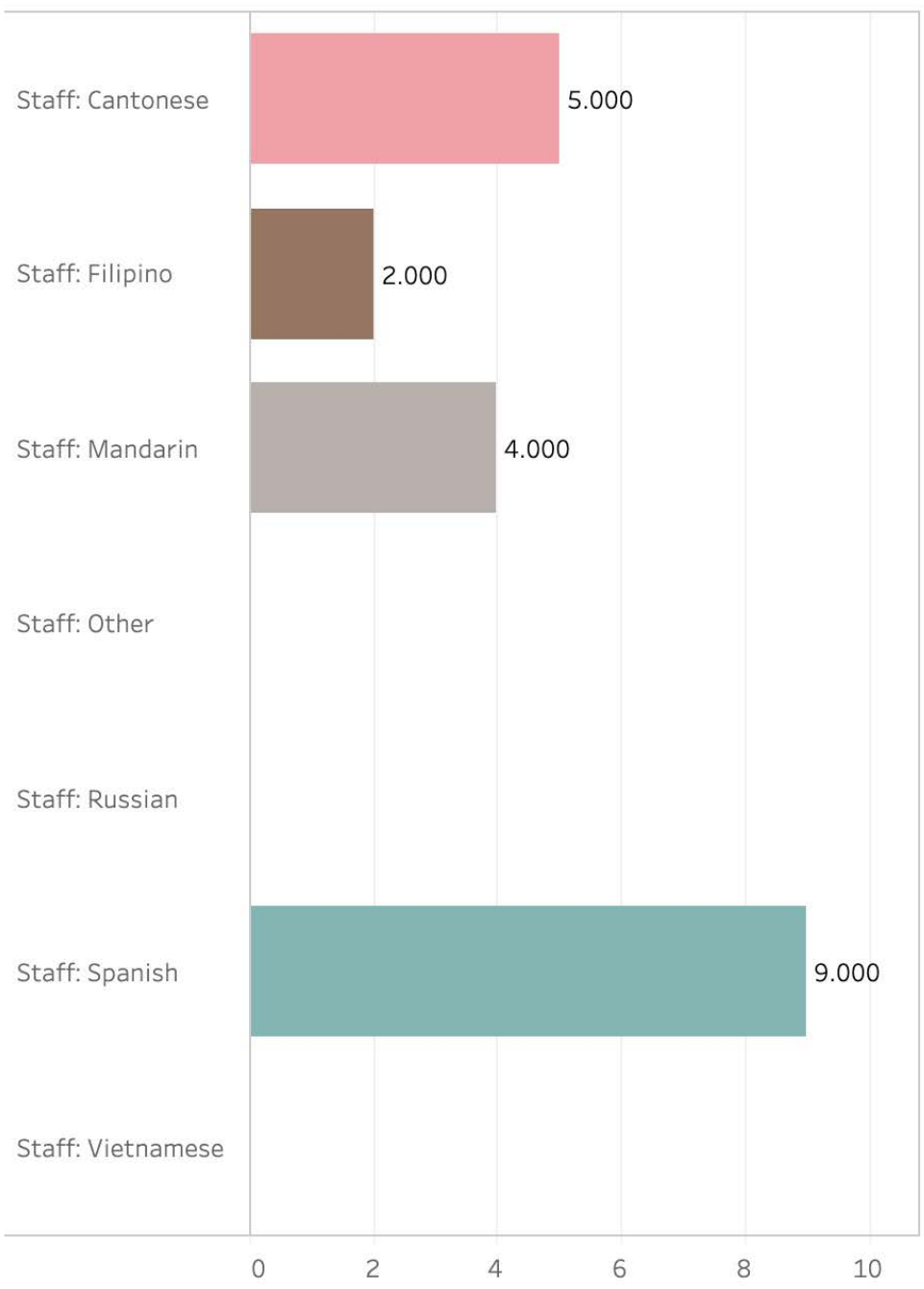
### In-Person Interpretations



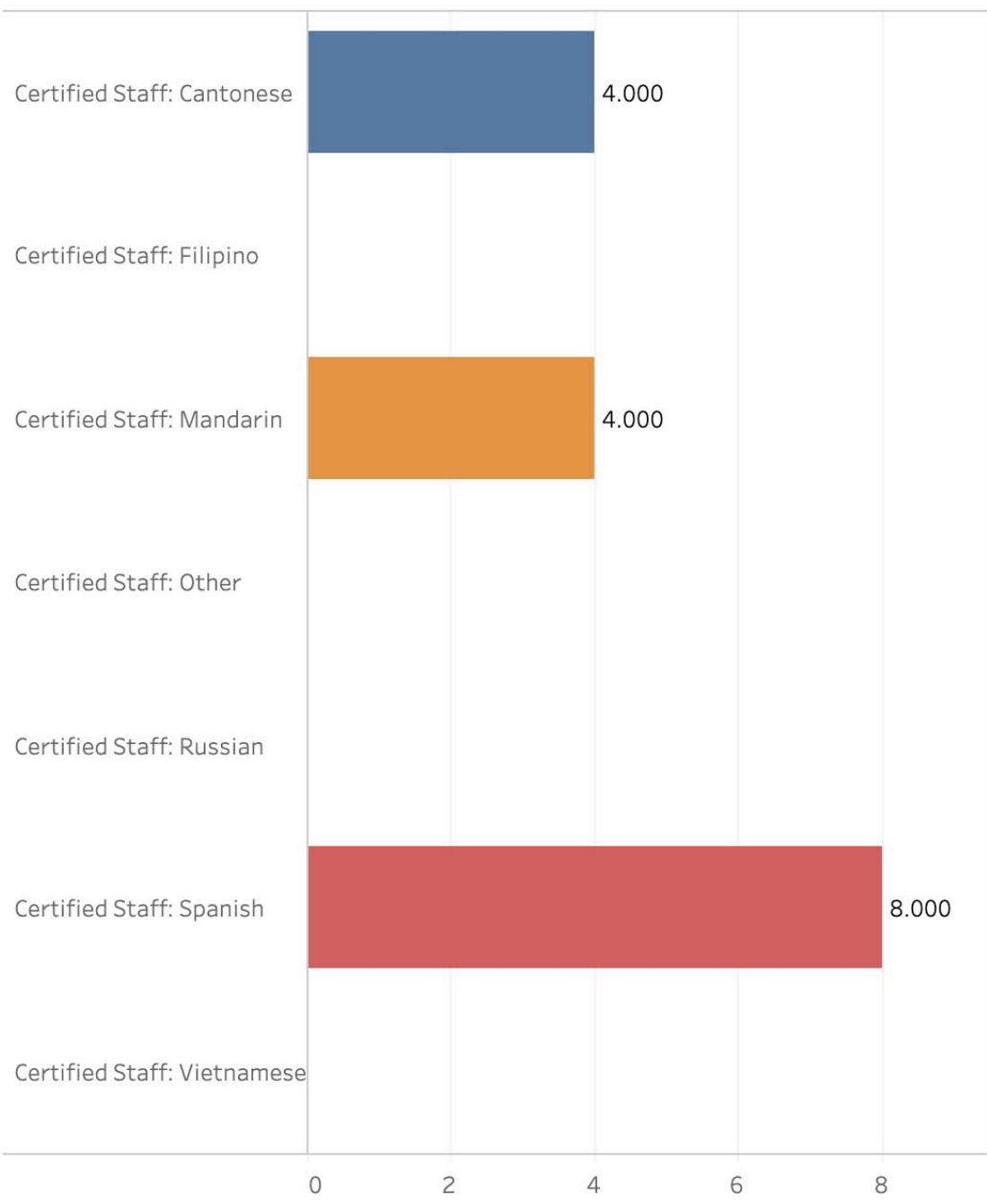
Department

311 (Customer Service)

### All Multilingual Staff



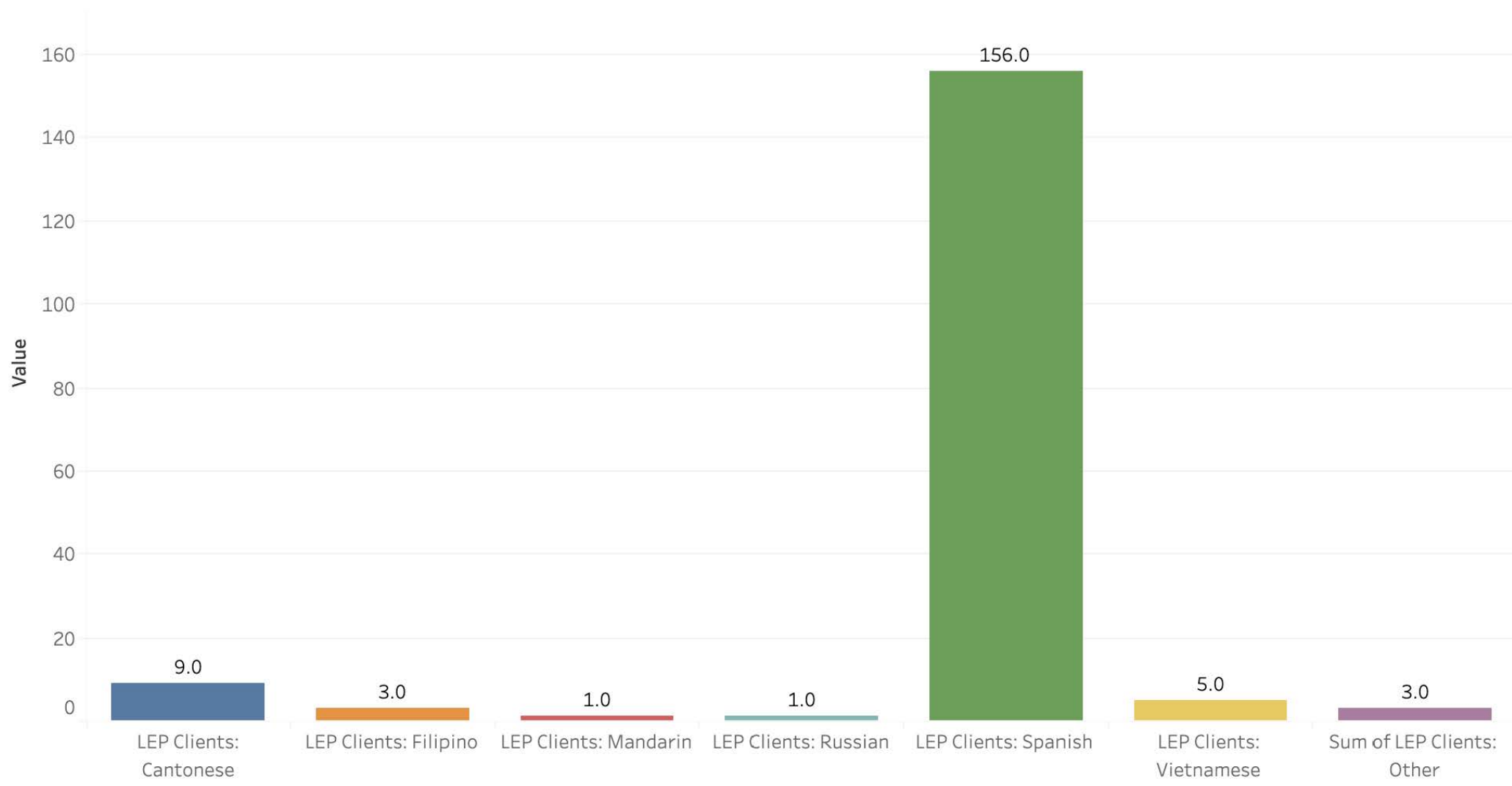
### Certified Multilingual Staff



Department

Adult Probation (ADP) ▼

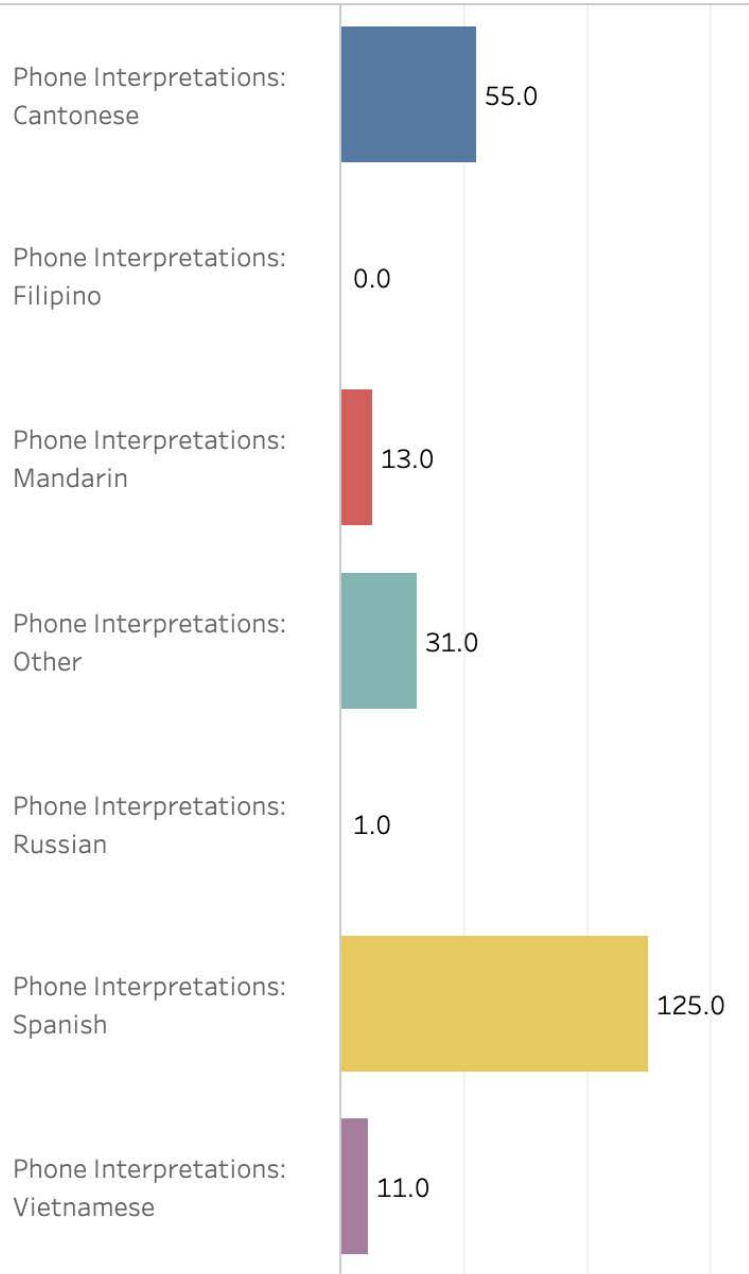
### LEP Clients Served



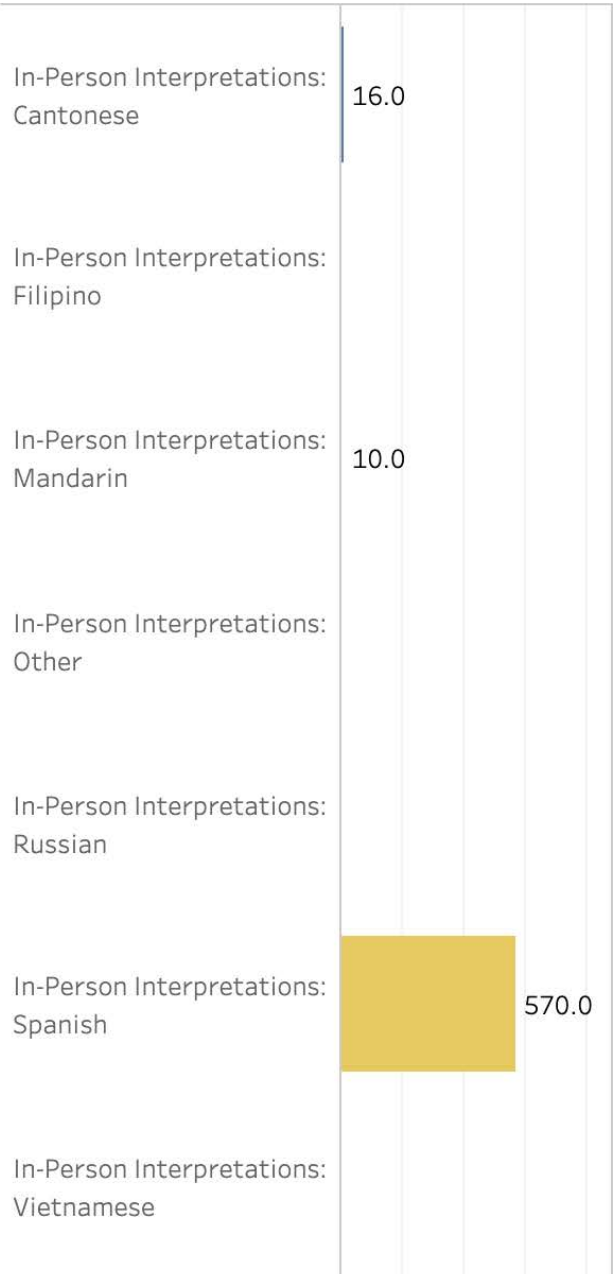
### Translations



### Telephonic Interpretations



### In-Person Interpretations

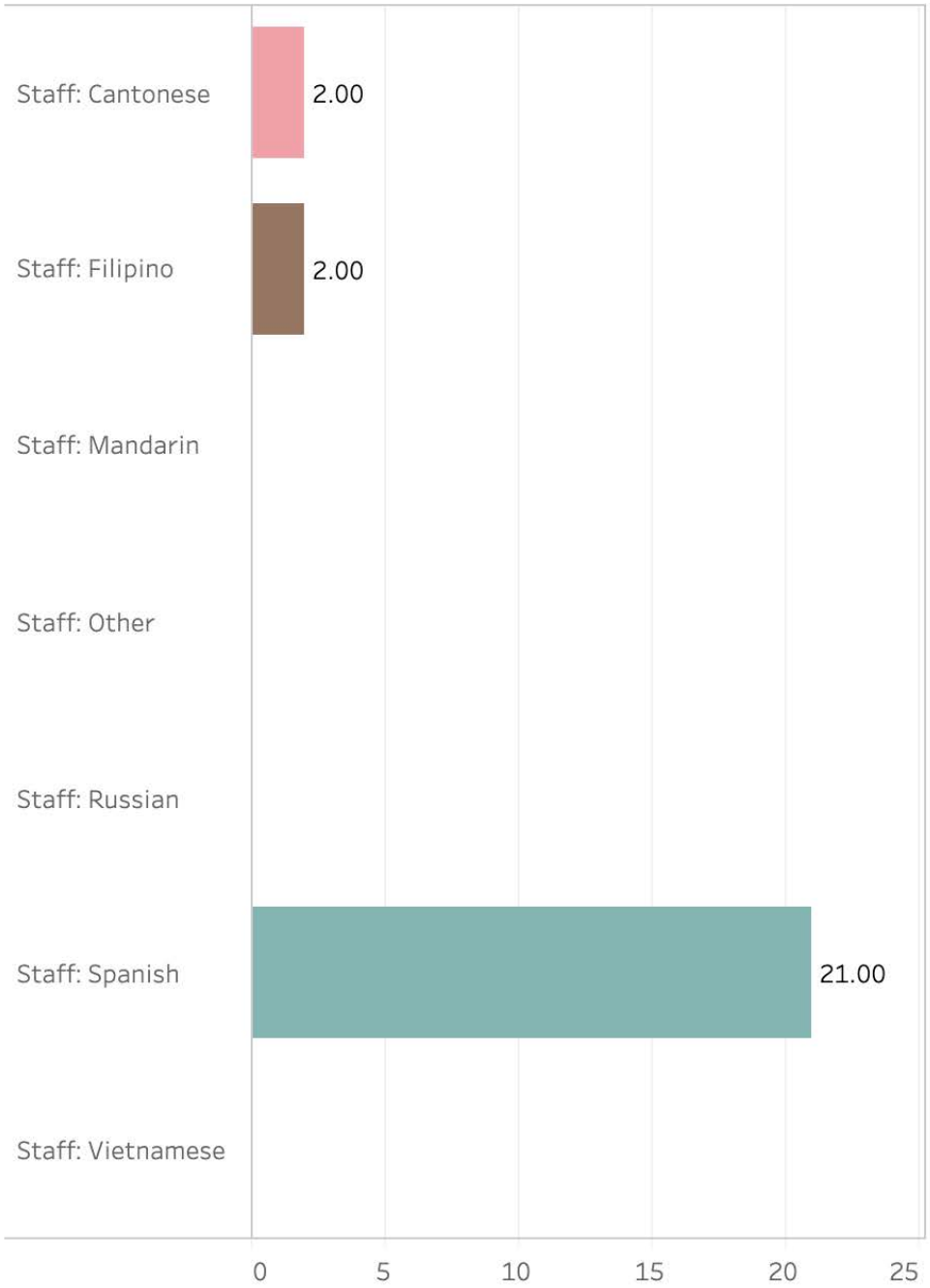


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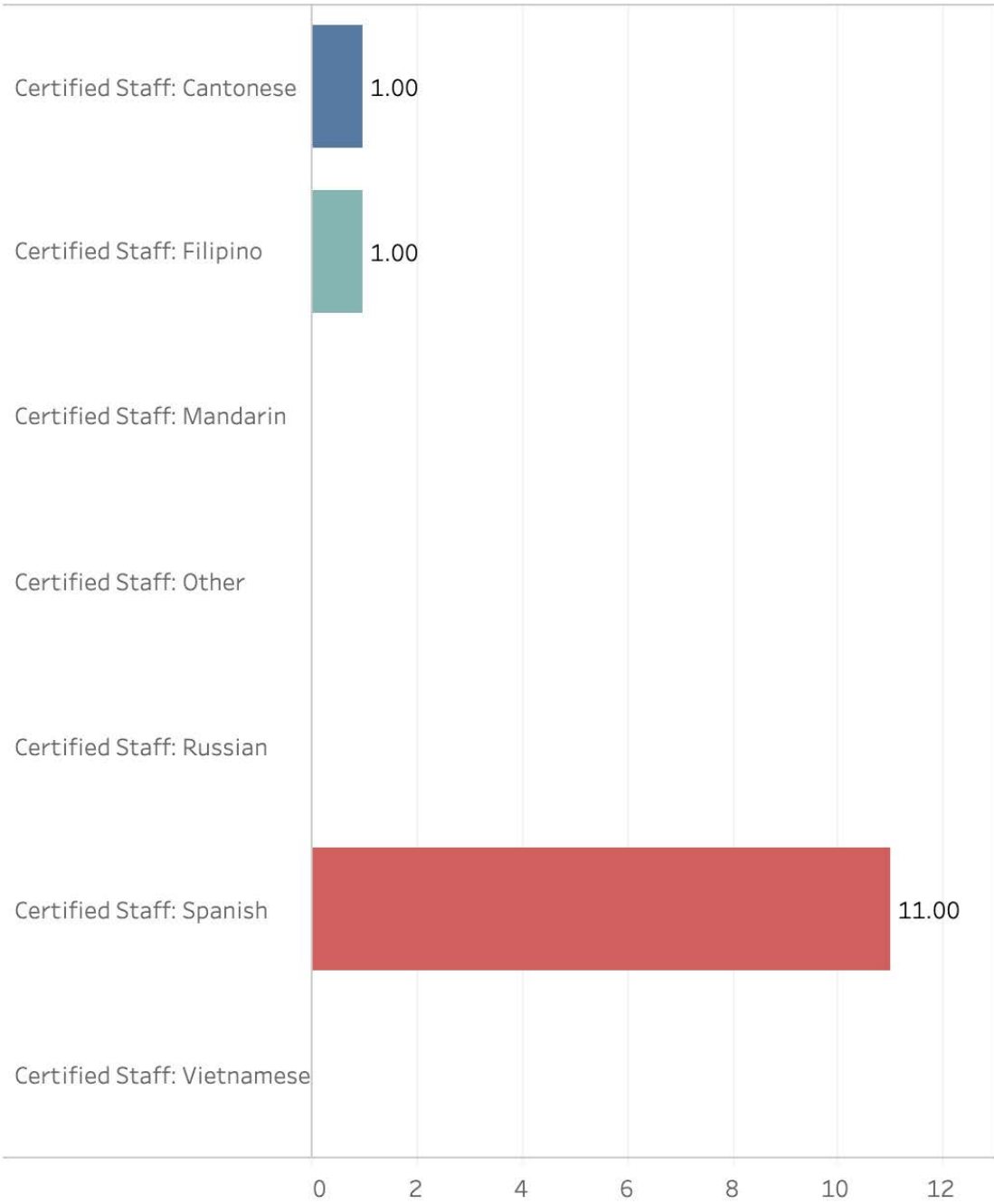
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0 200 400 600 800

### All Multilingual Staff



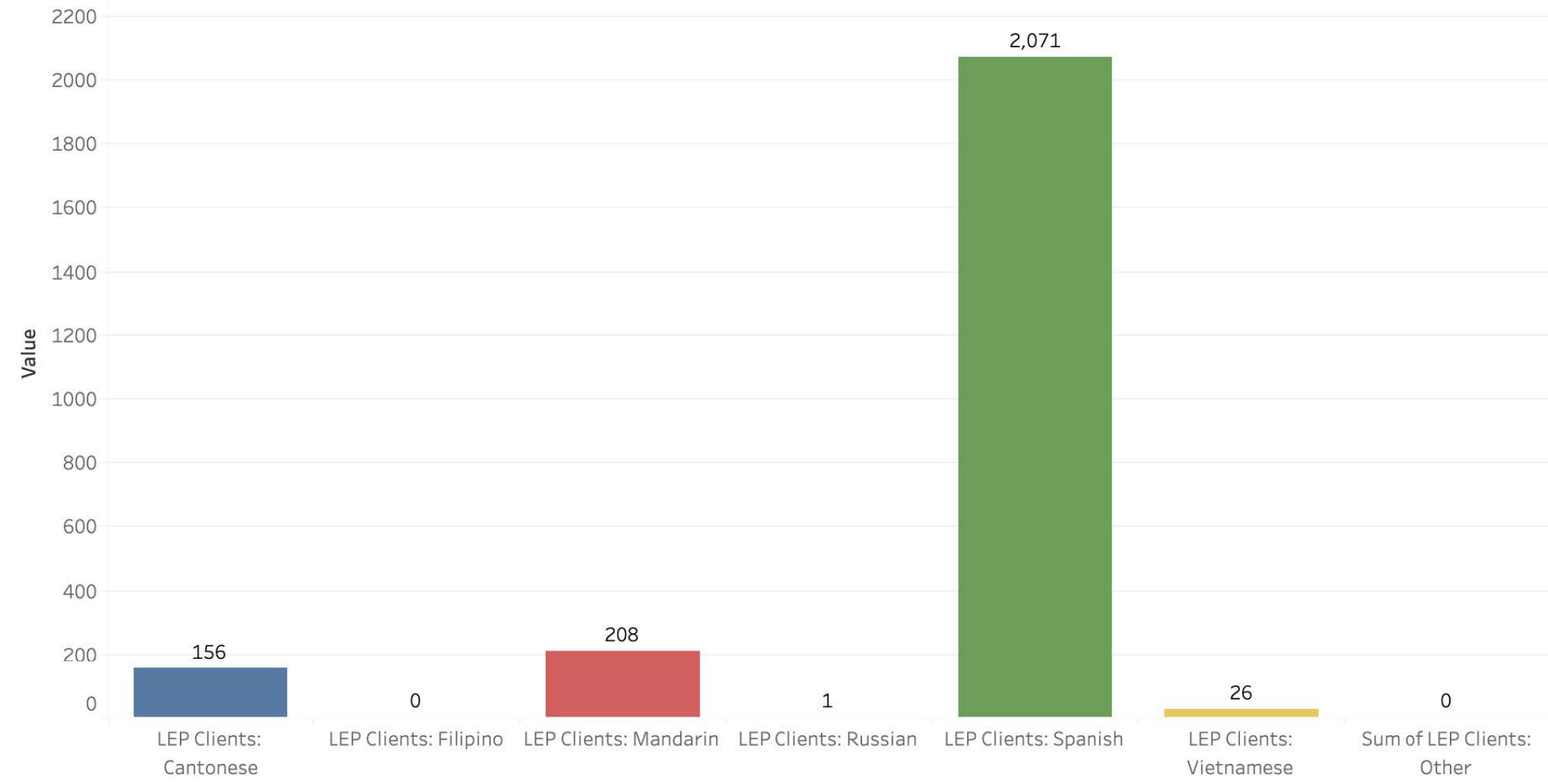
### Certified Multilingual Staff



Department

Animal Care and Control

### LEP Clients Served

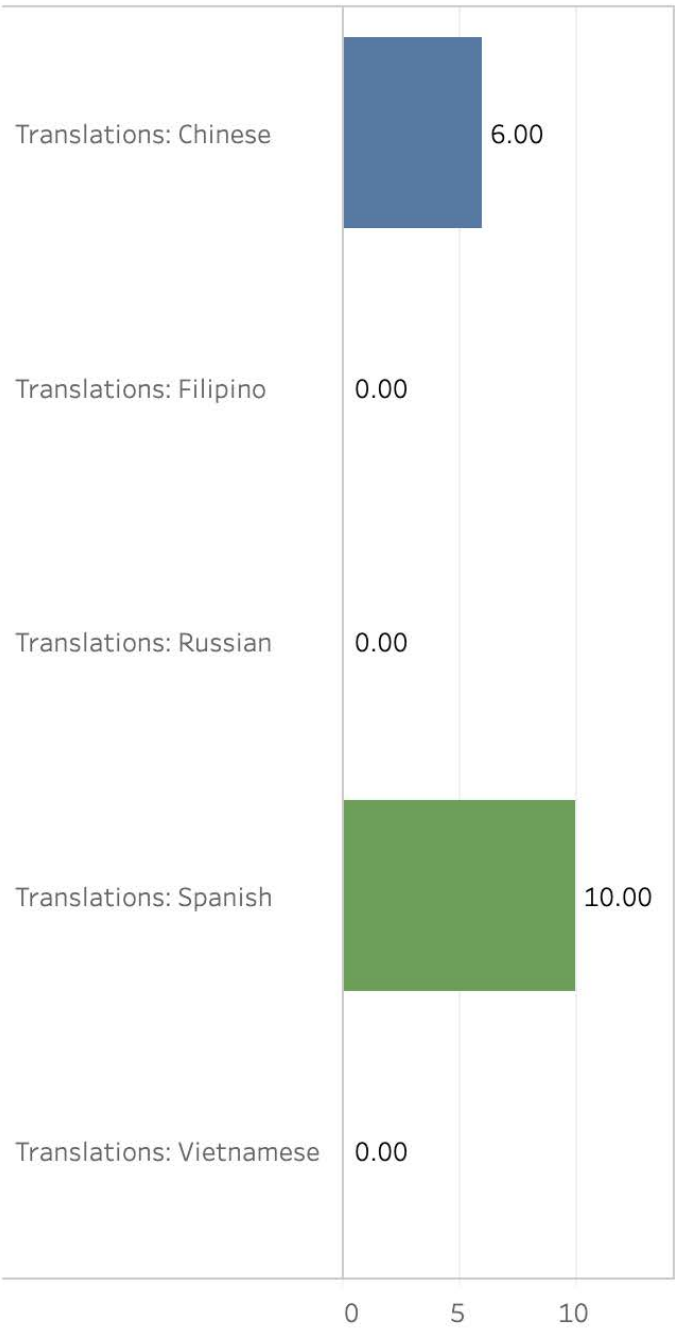




Department

Animal Care and Control

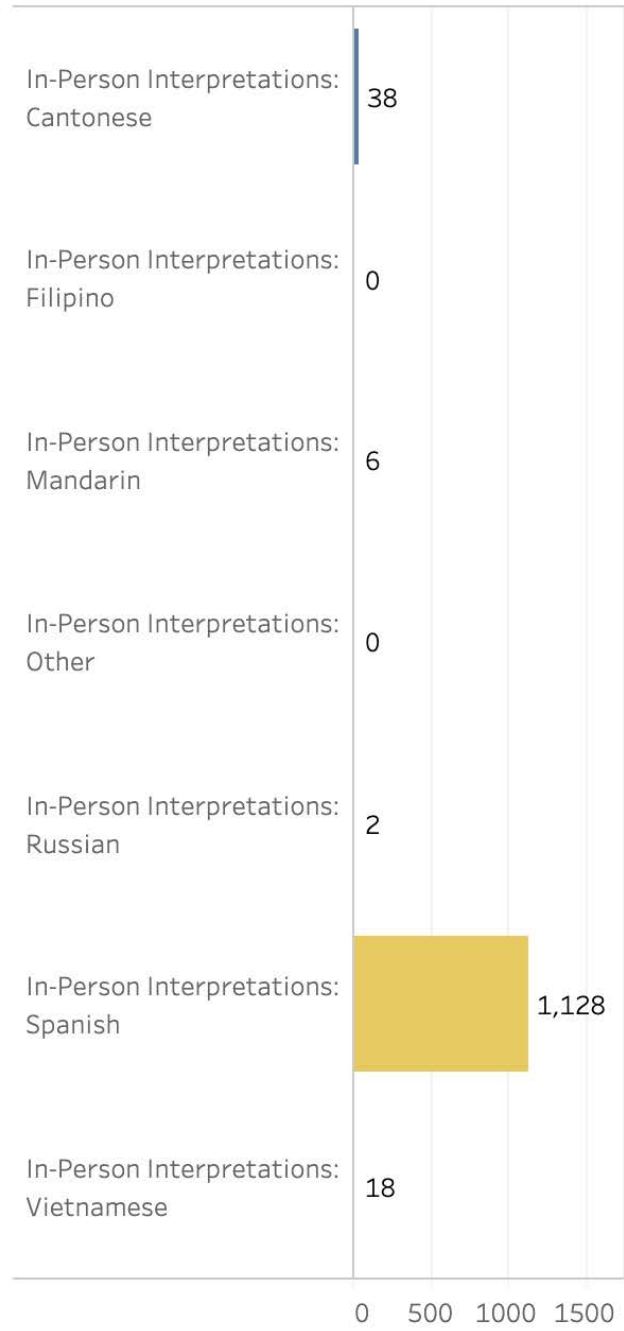
### Translations



### Telephonic Interpretations



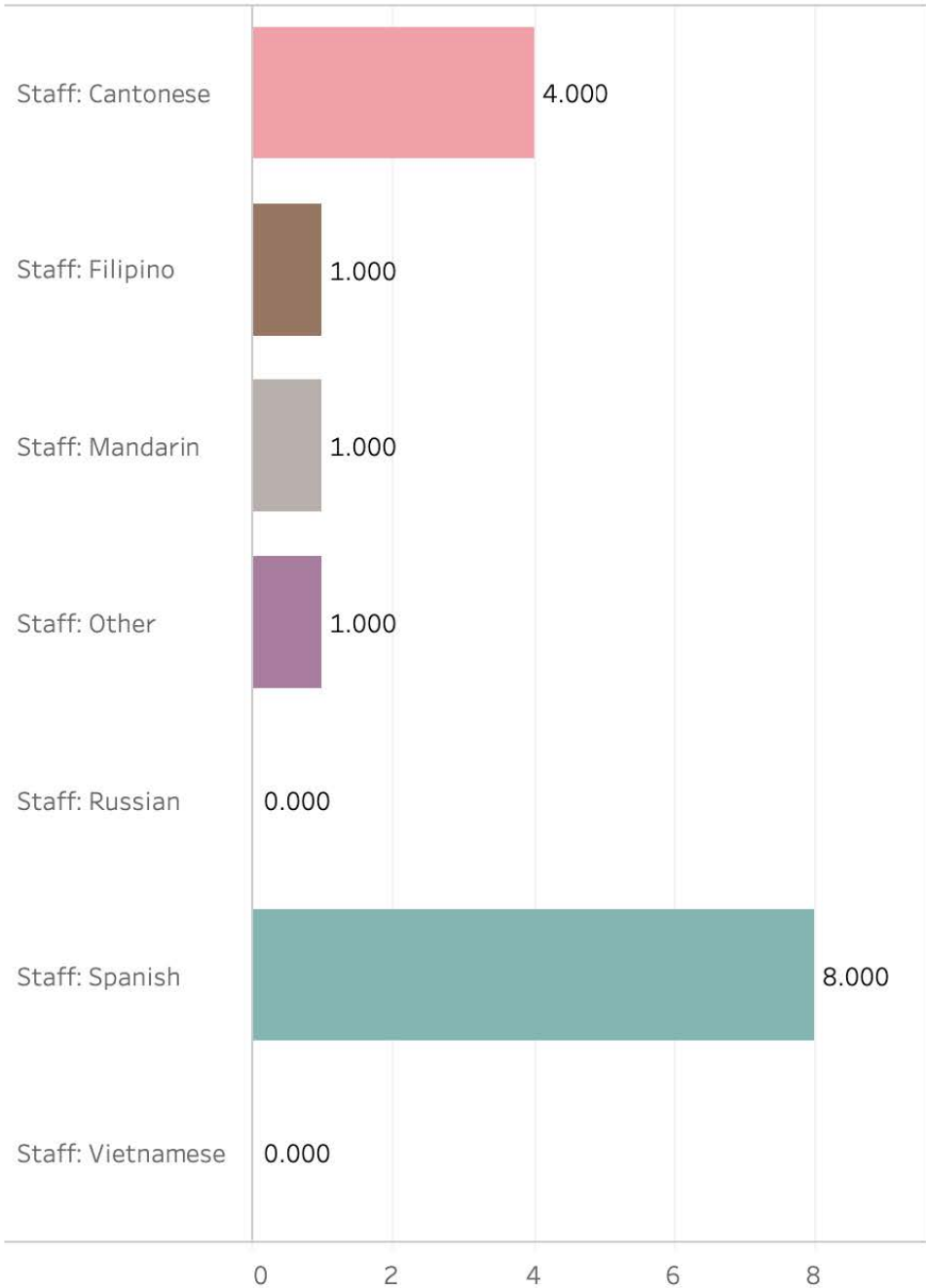
### In-Person Interpretations



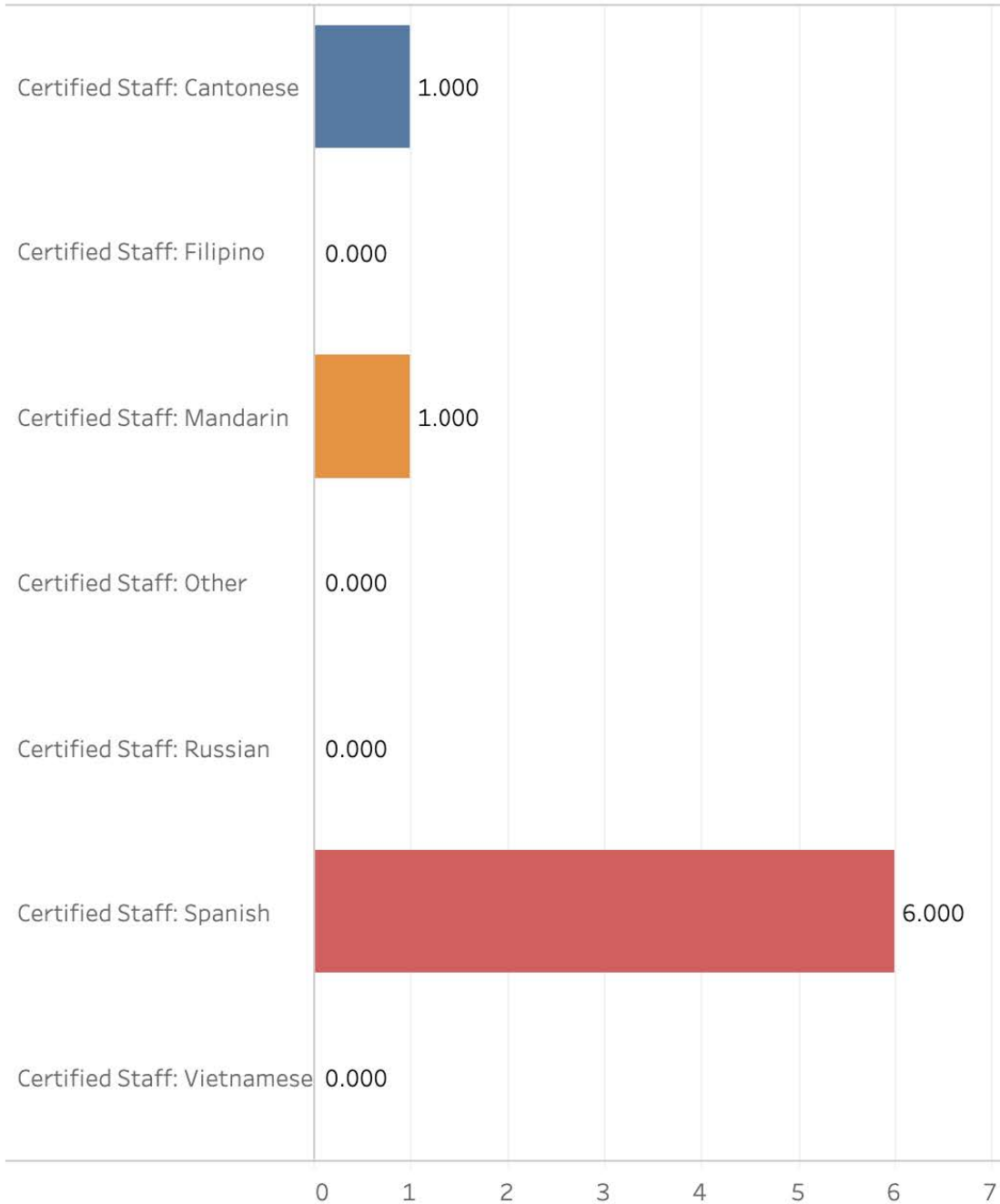
Department

Animal Care and Control

### All Multilingual Staff



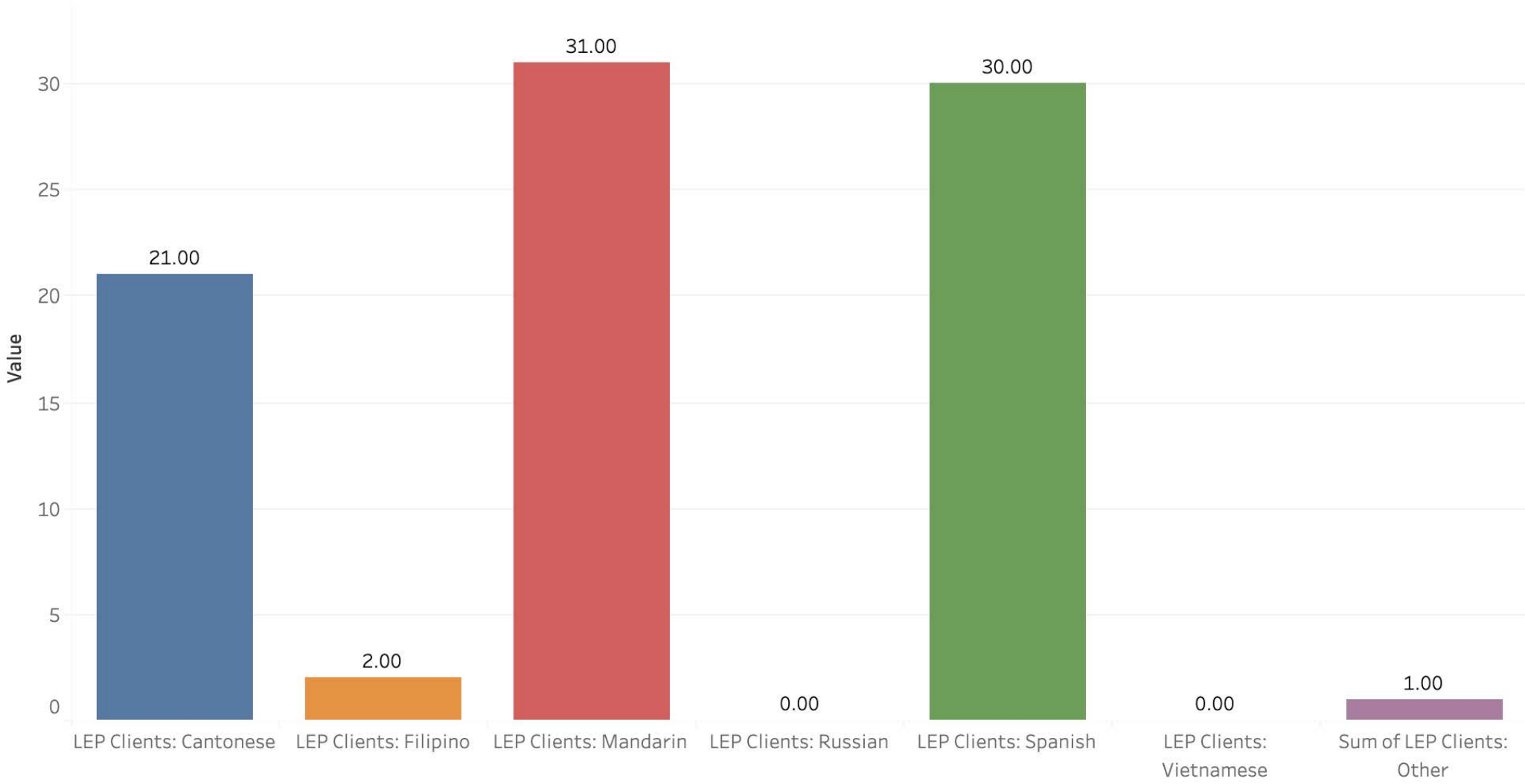
### Certified Multilingual Staff



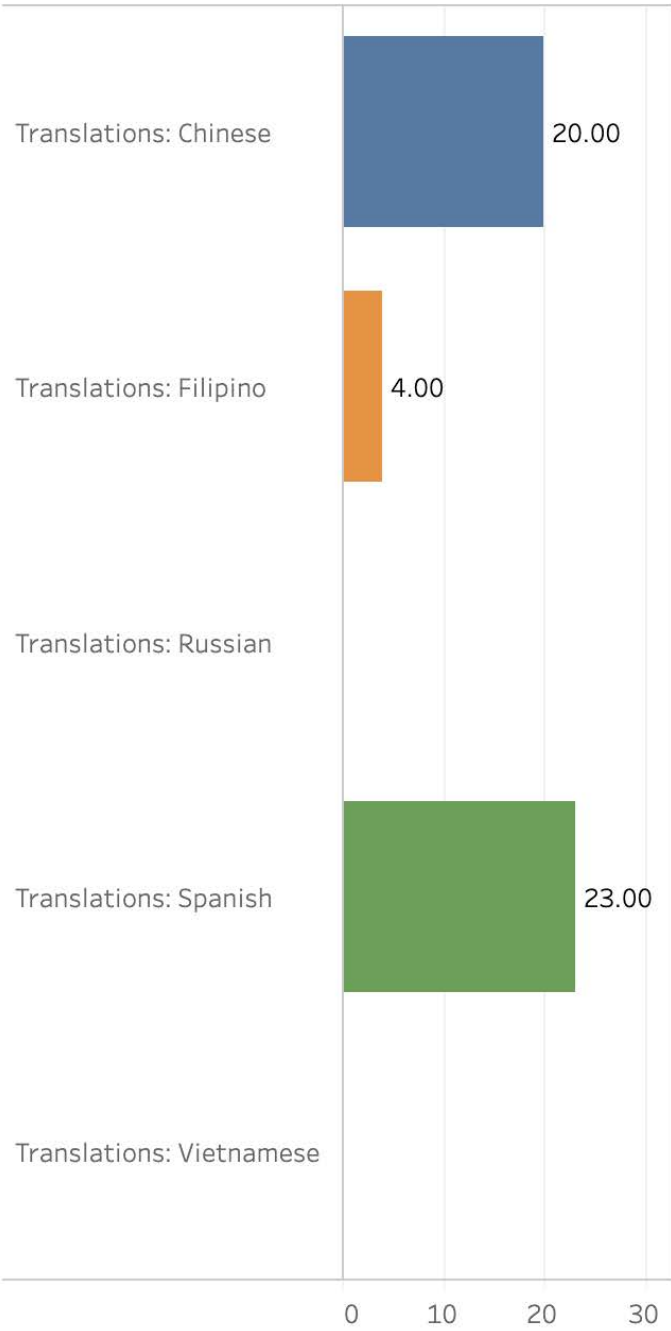
Department

Arts Commission

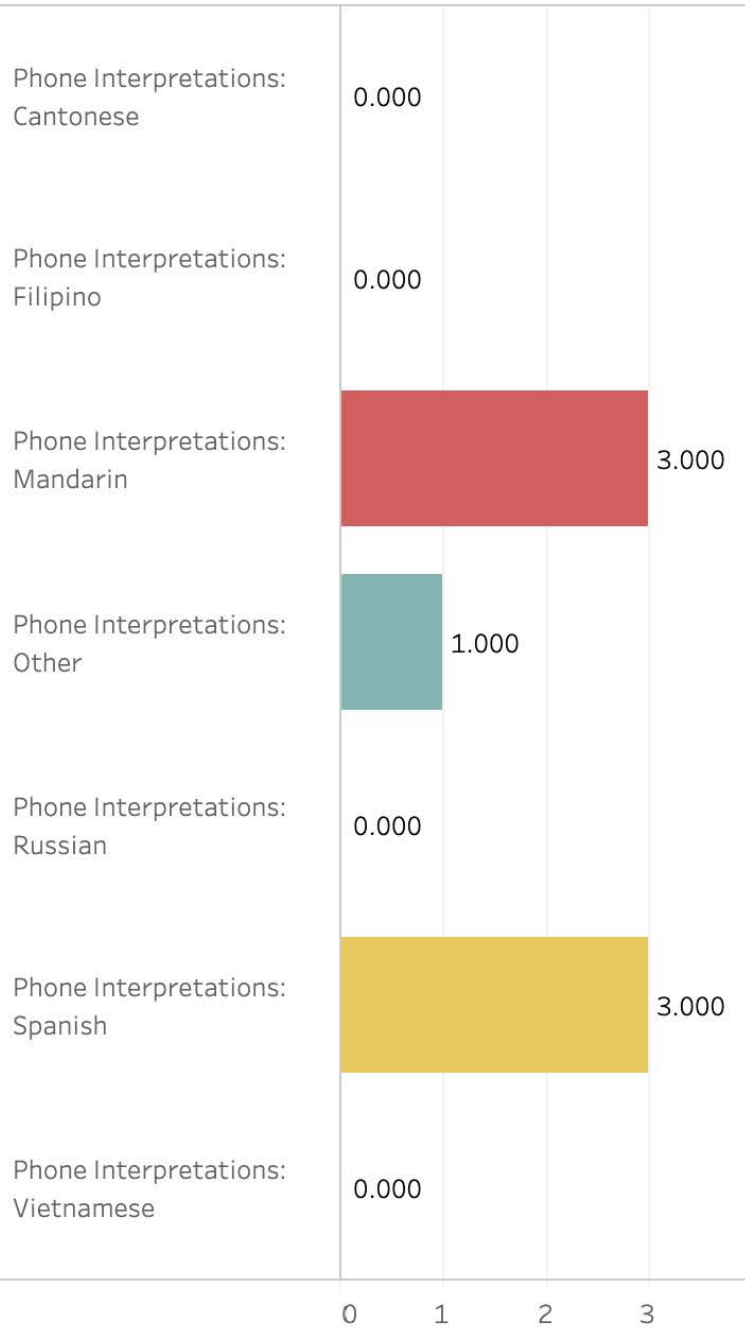
LEP Clients Served



### Translations



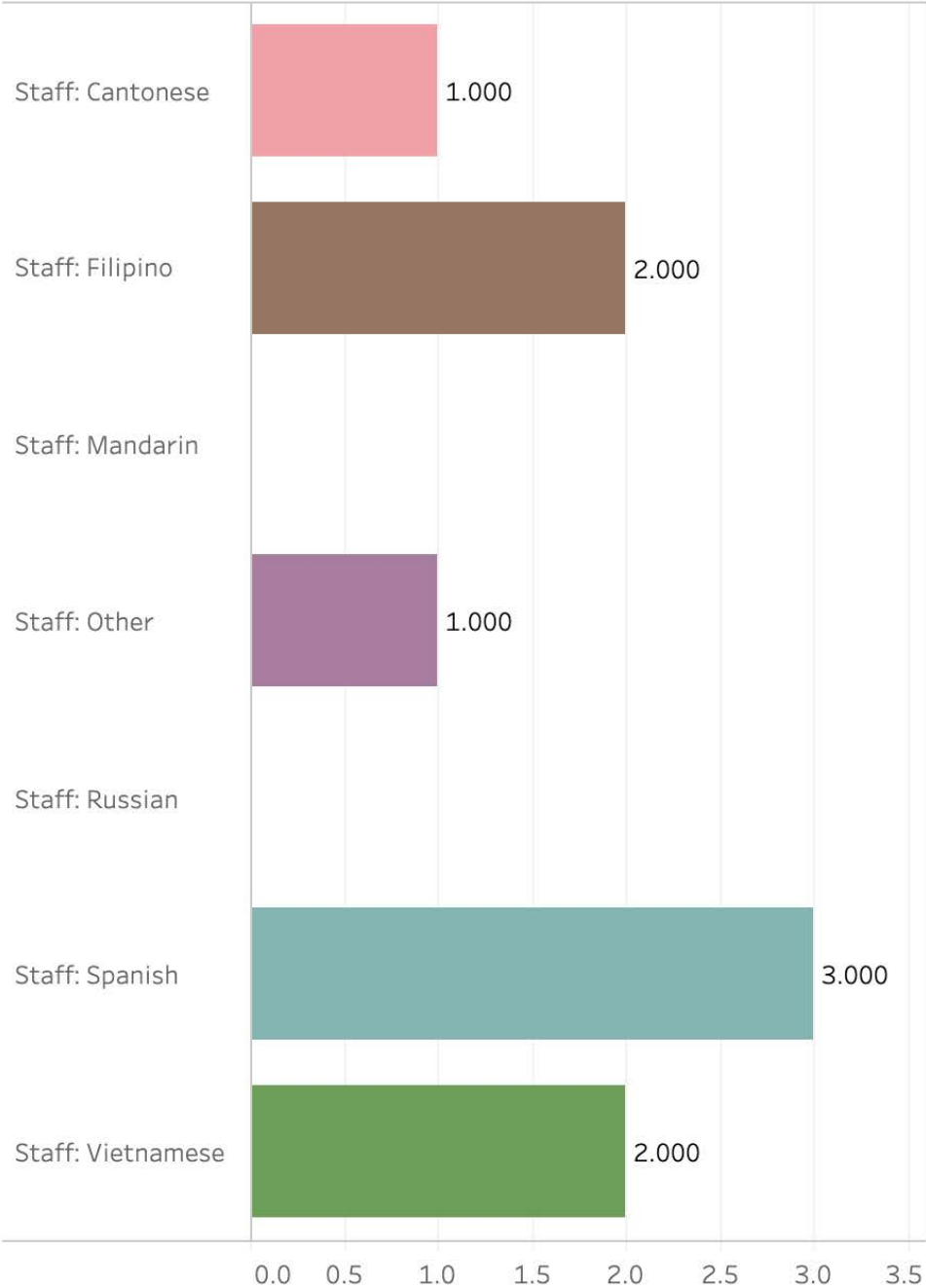
### Telephonic Interpretations



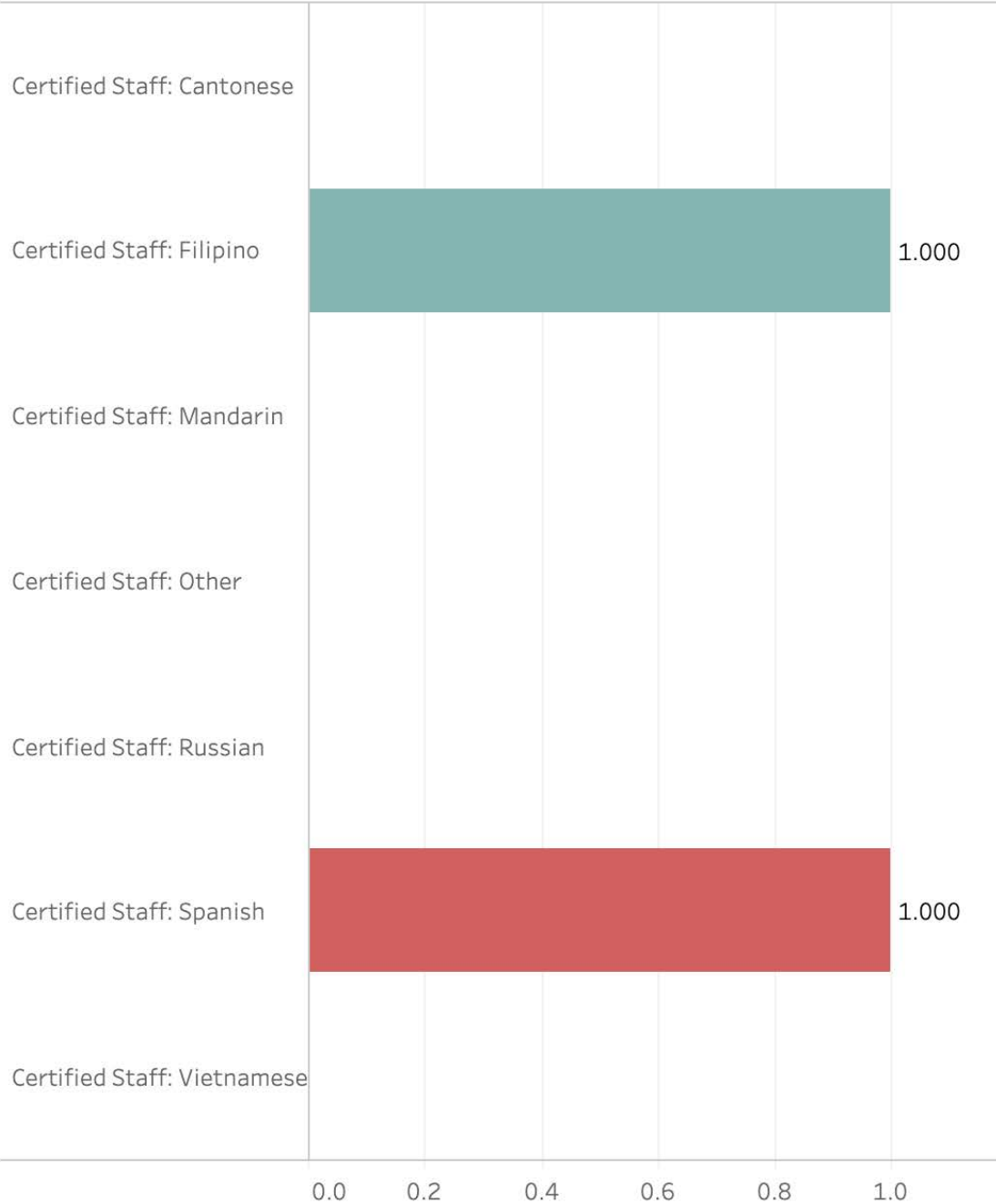
### In-Person Interpretations



### All Multilingual Staff



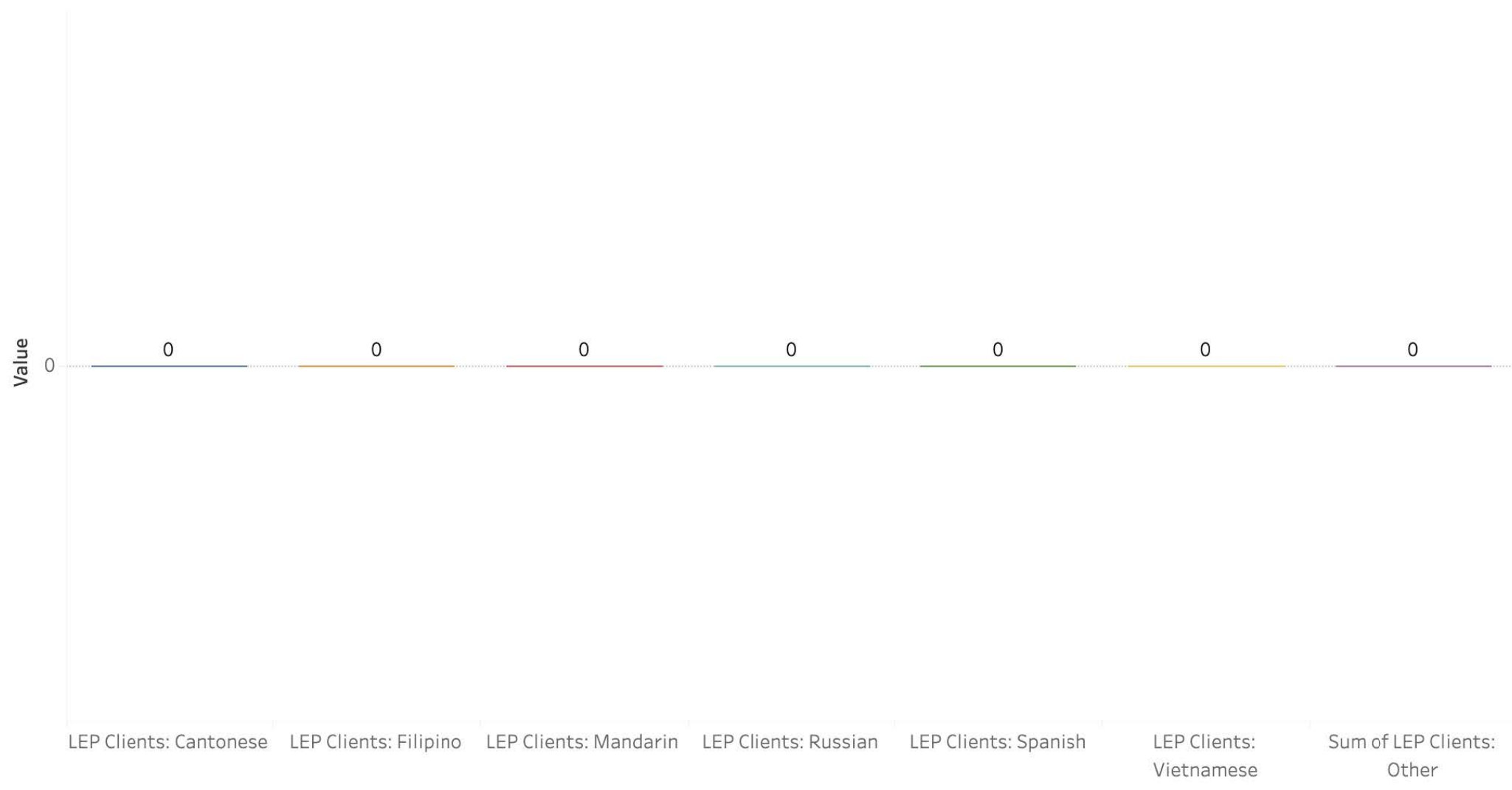
### Certified Multilingual Staff



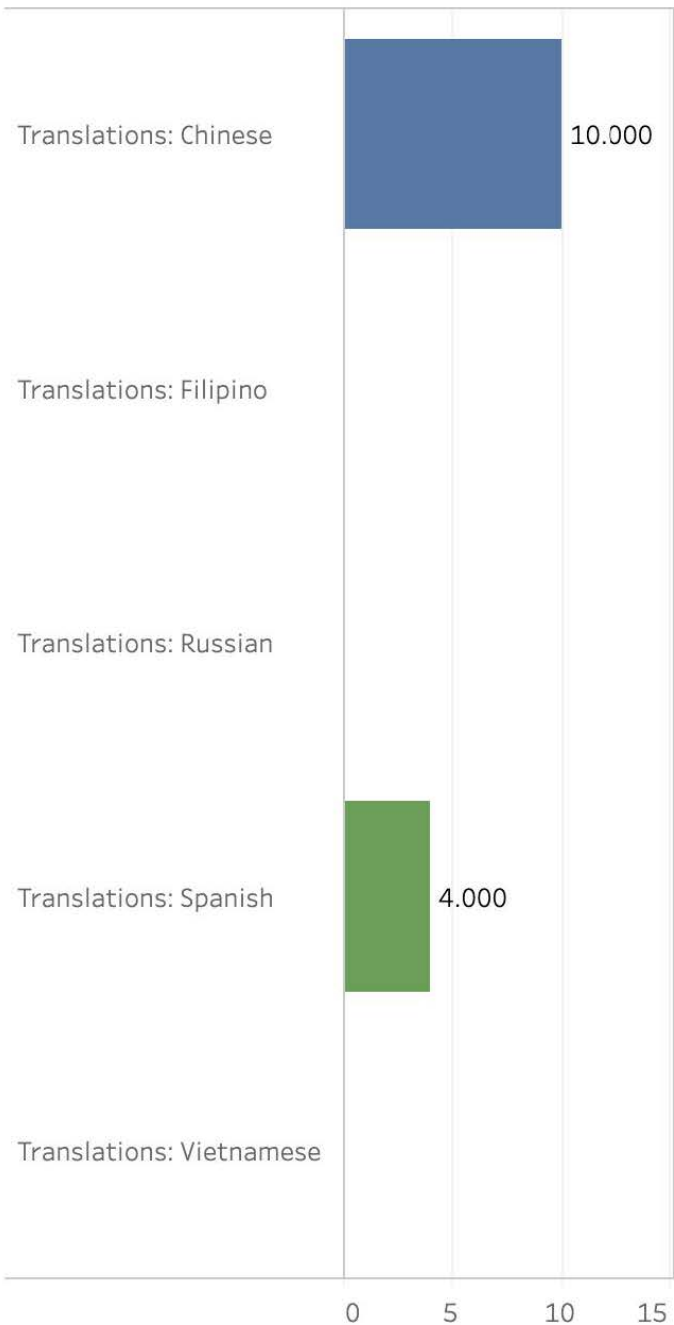
Department

Asian Art Museum

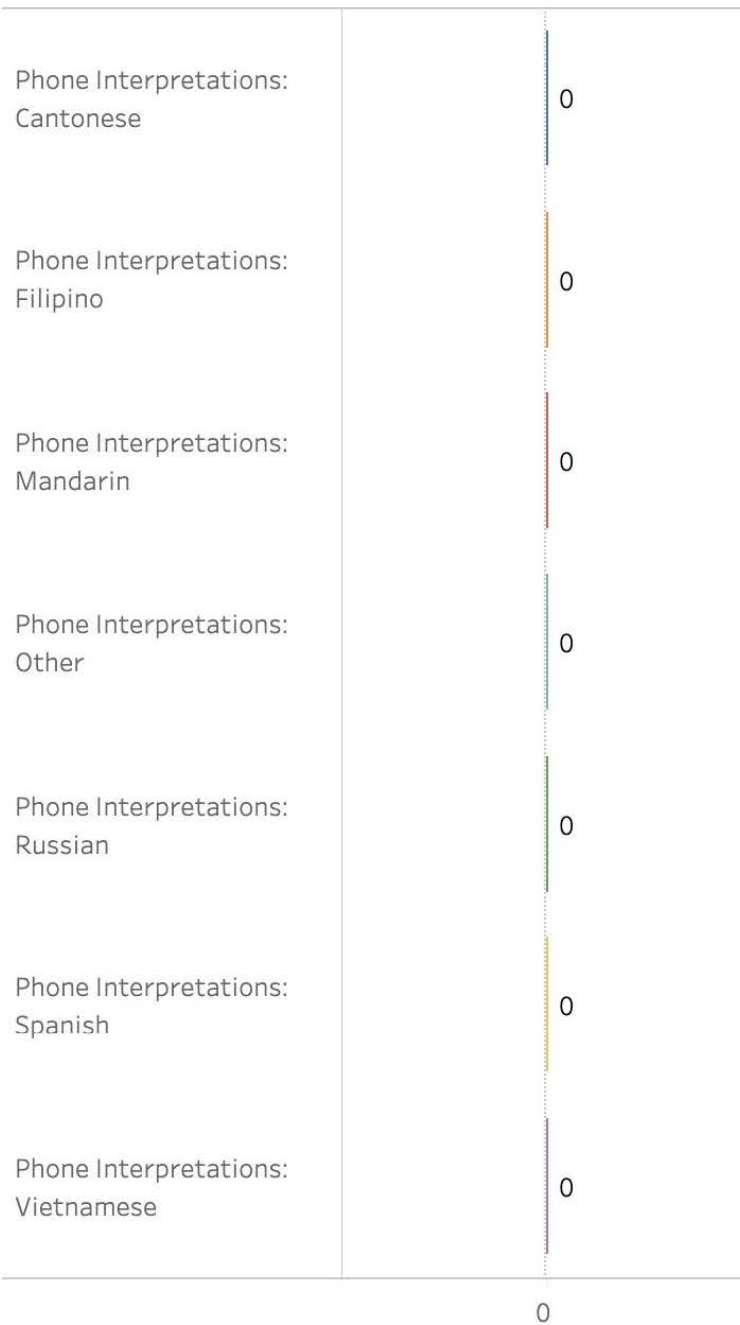
LEP Clients Served



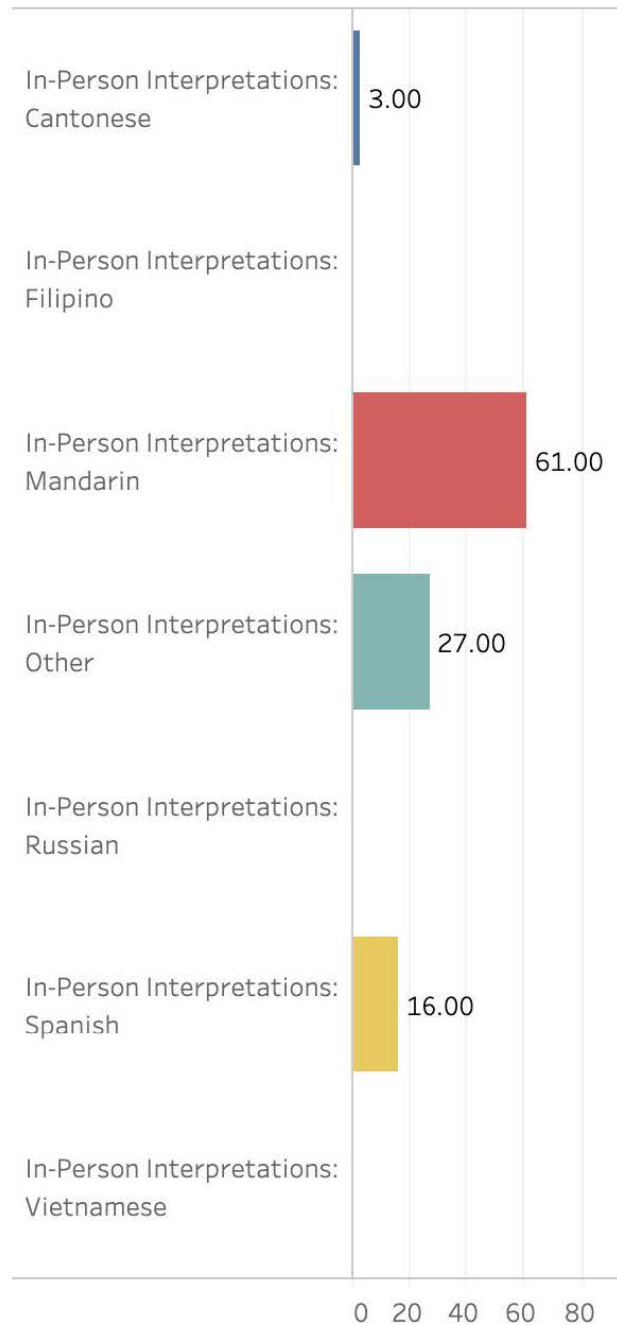
### Translations



### Telephonic Interpretations



### In-Person Interpretations



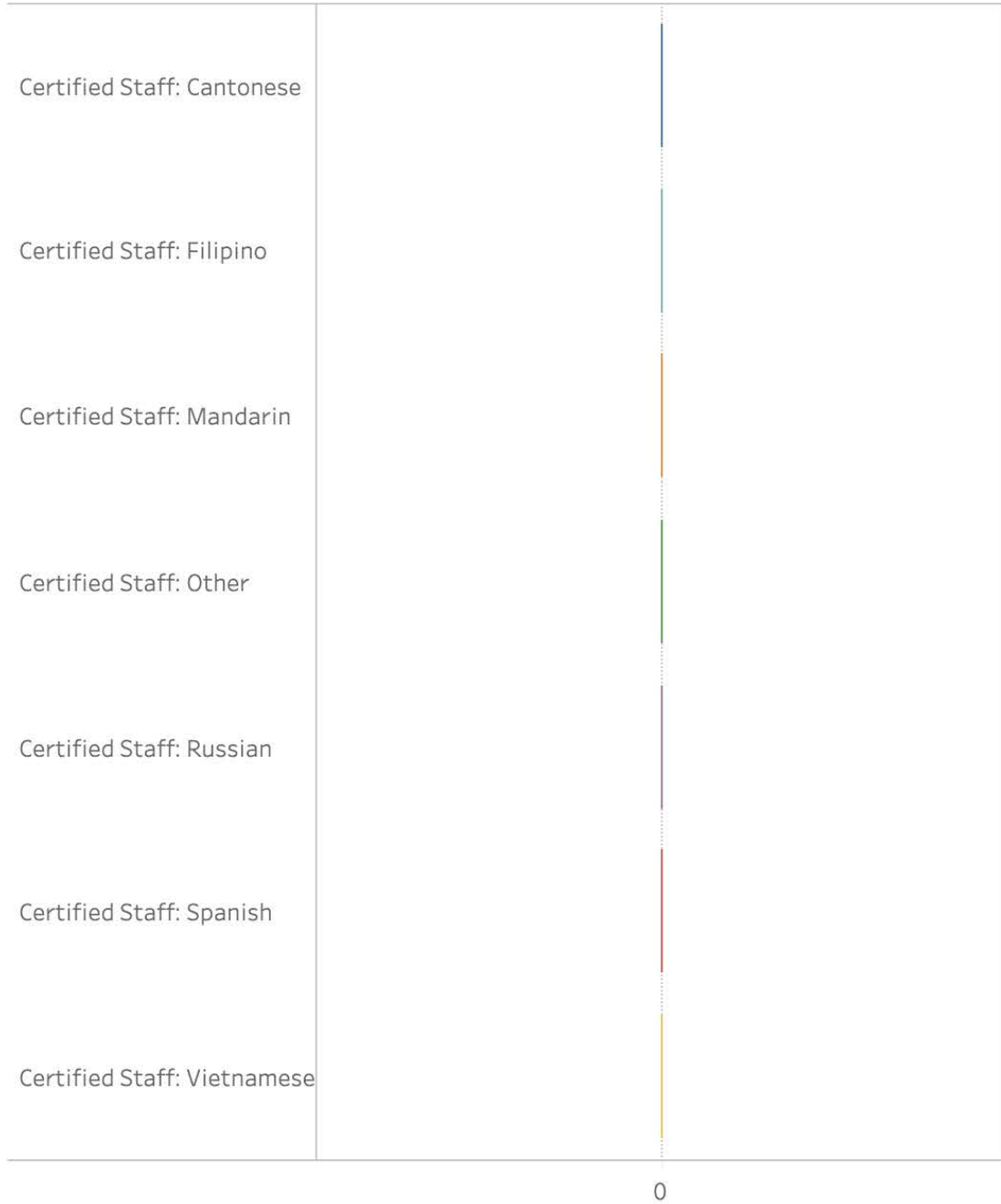
Department

Asian Art Museum

### All Multilingual Staff



### Certified Multilingual Staff

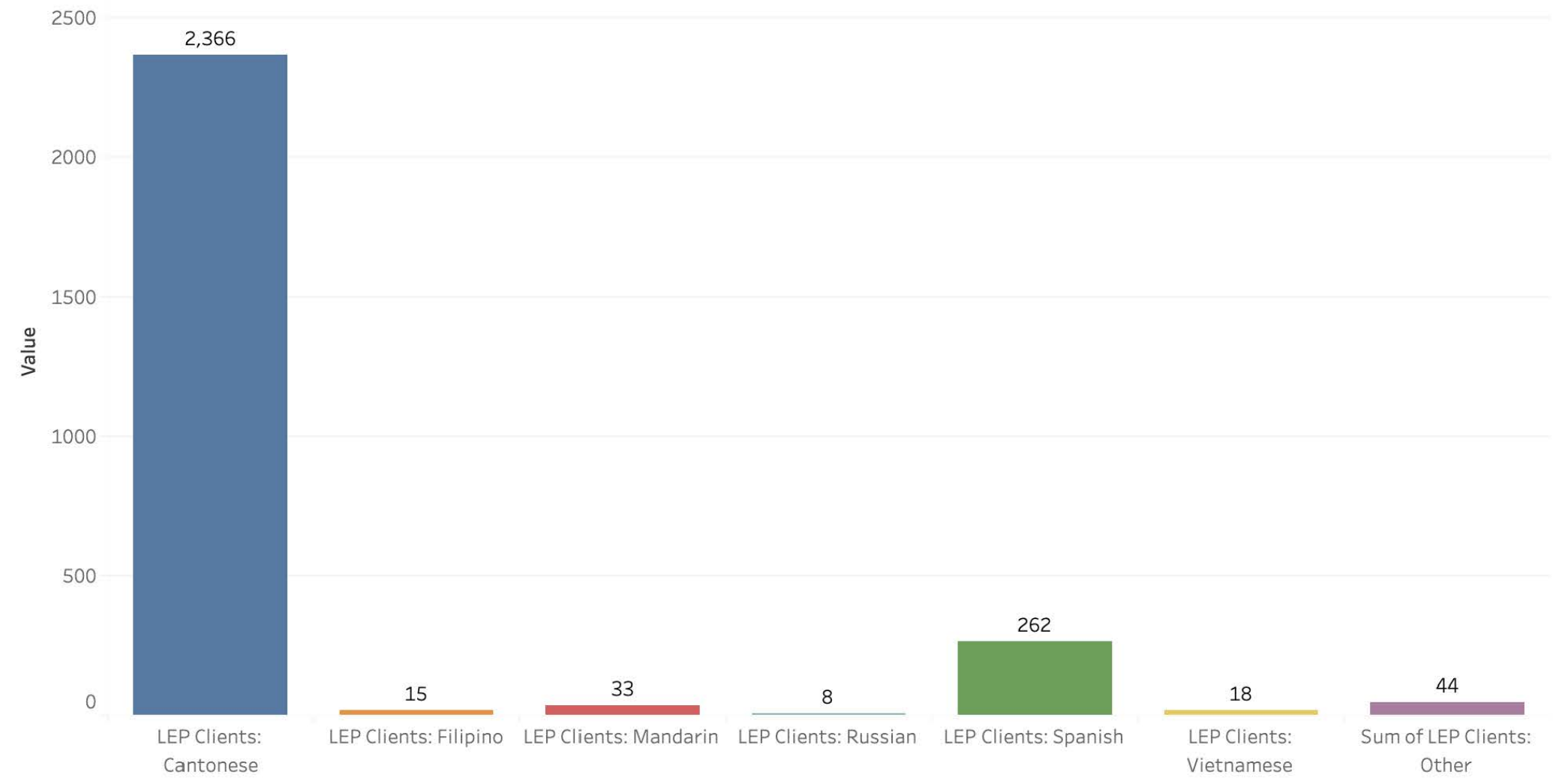




Department

Assessor Recorder (ASR) ▼

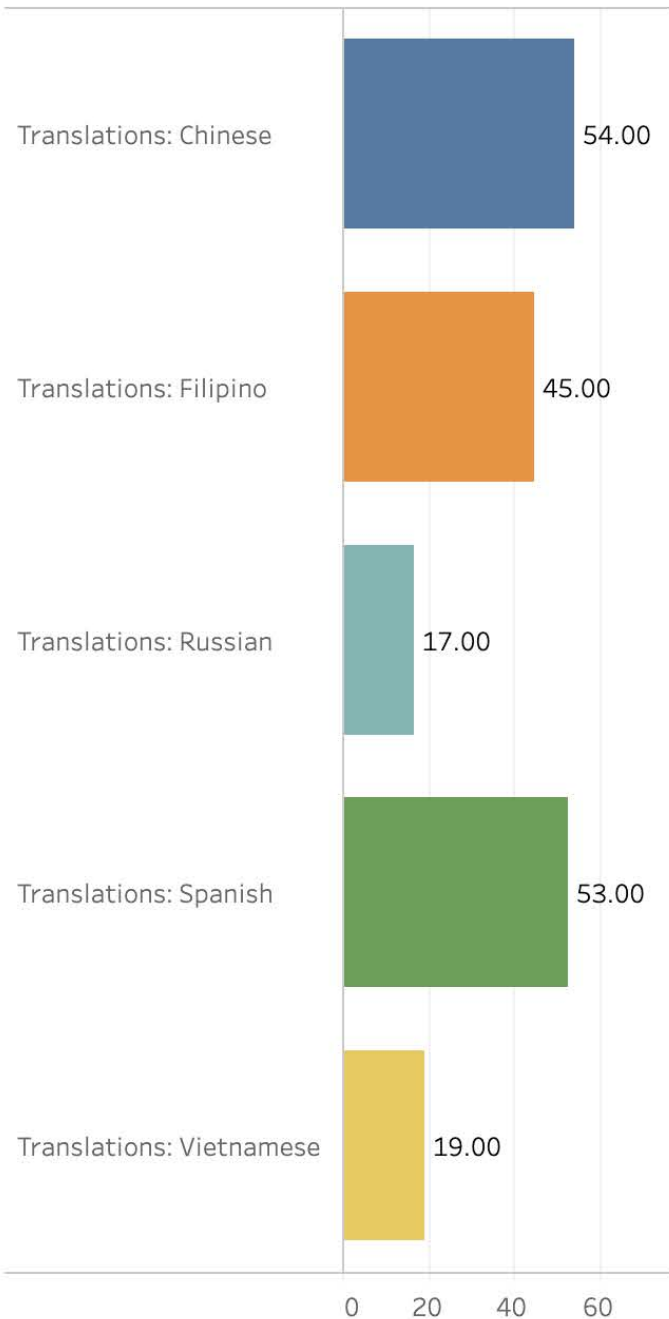
### LEP Clients Served



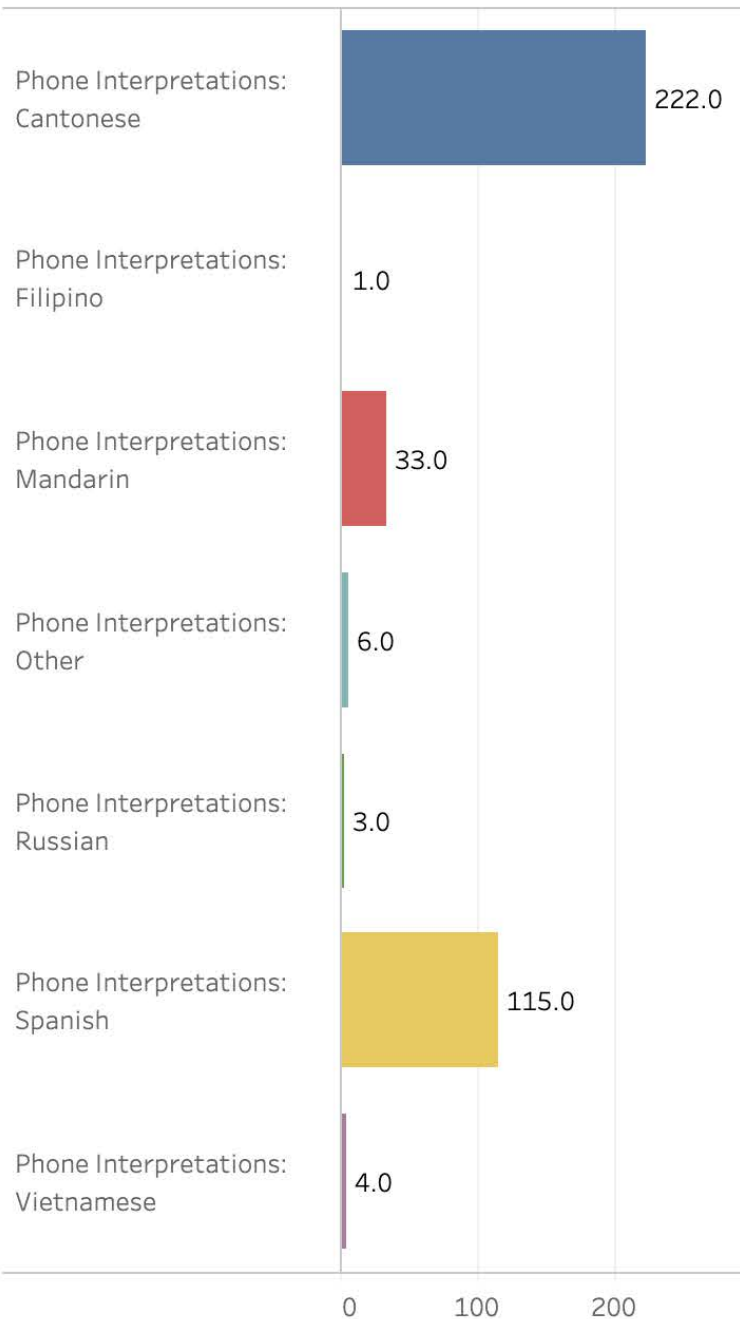
Department

Assessor Recorder (ASR)

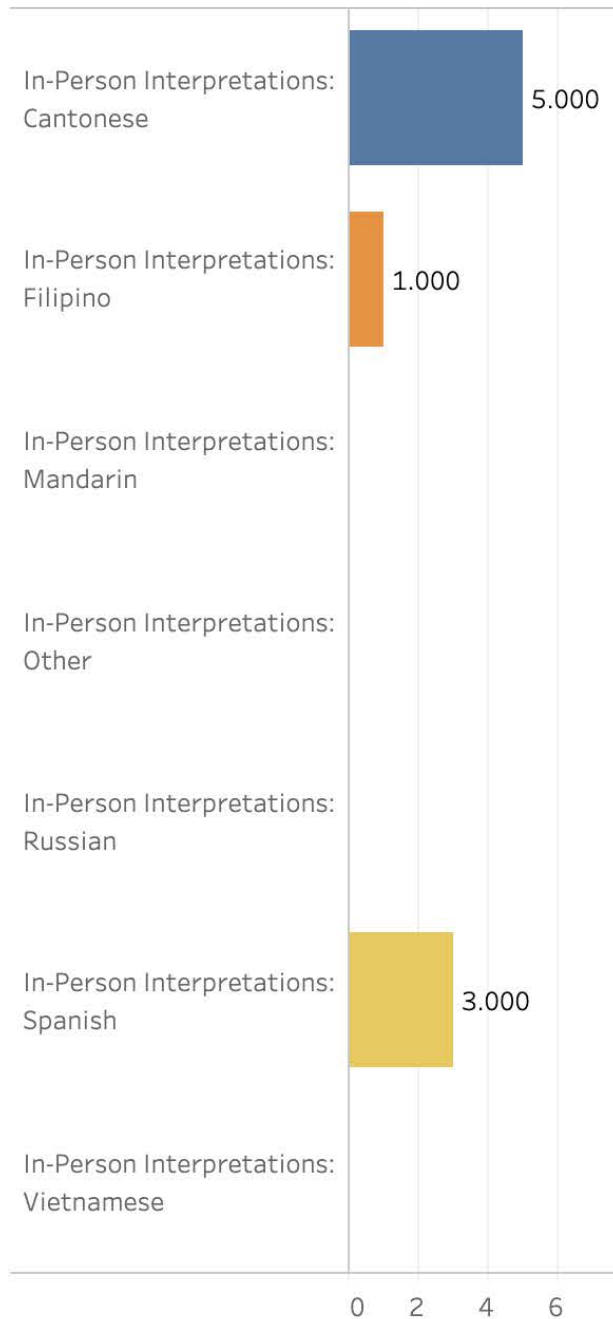
### Translations



### Telephonic Interpretations



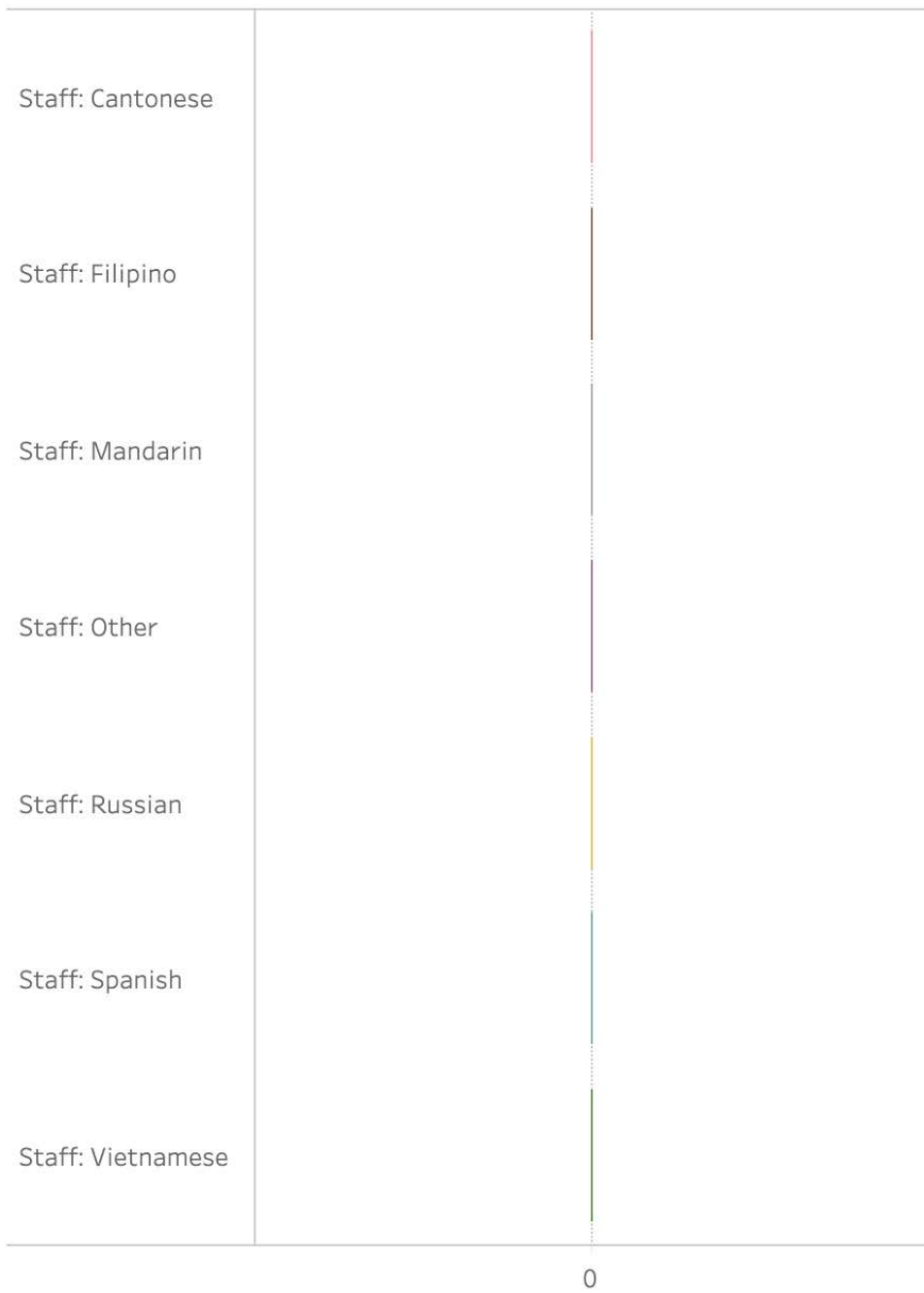
### In-Person Interpretations



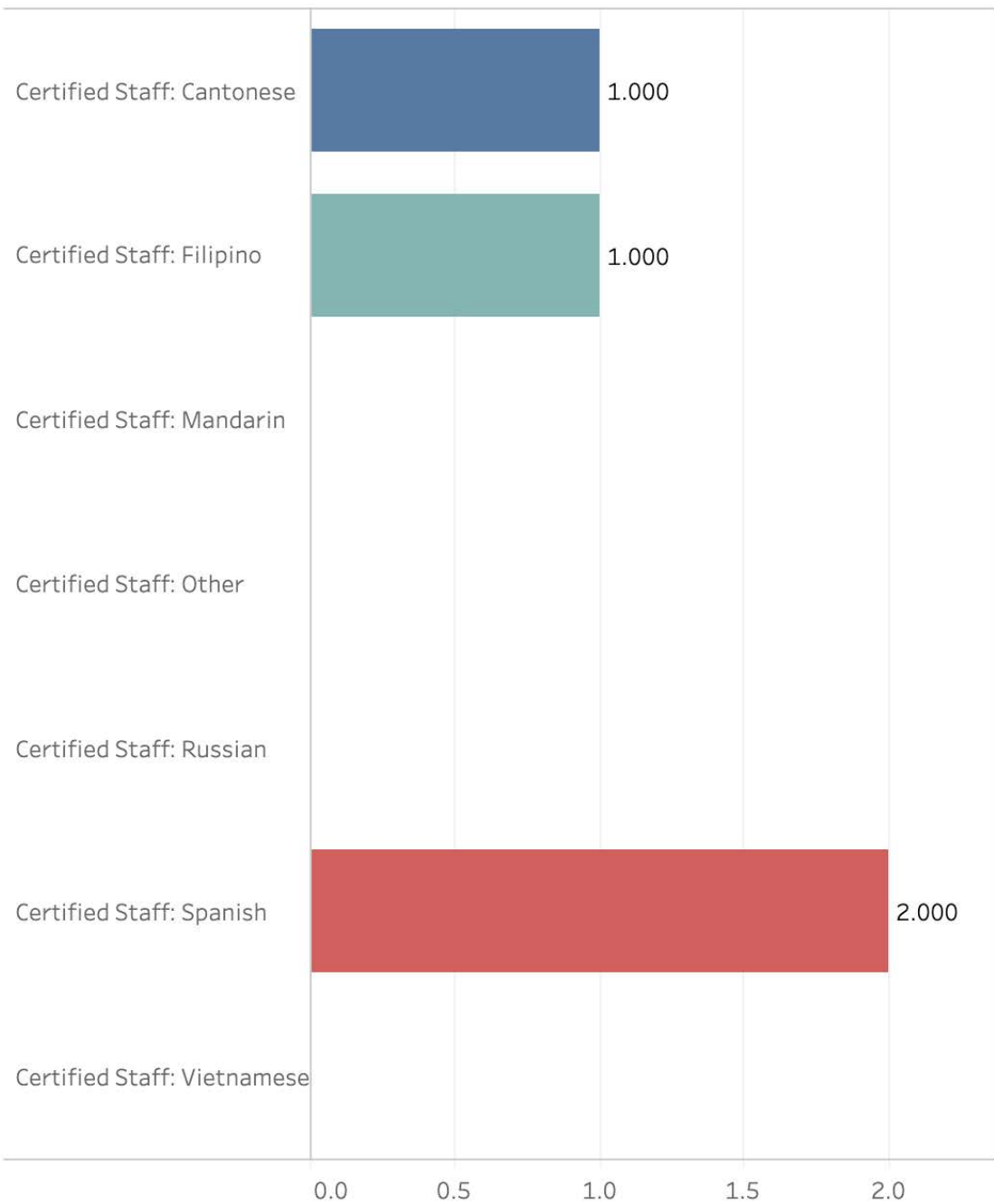
Department

Assessor Recorder (ASR)

### All Multilingual Staff

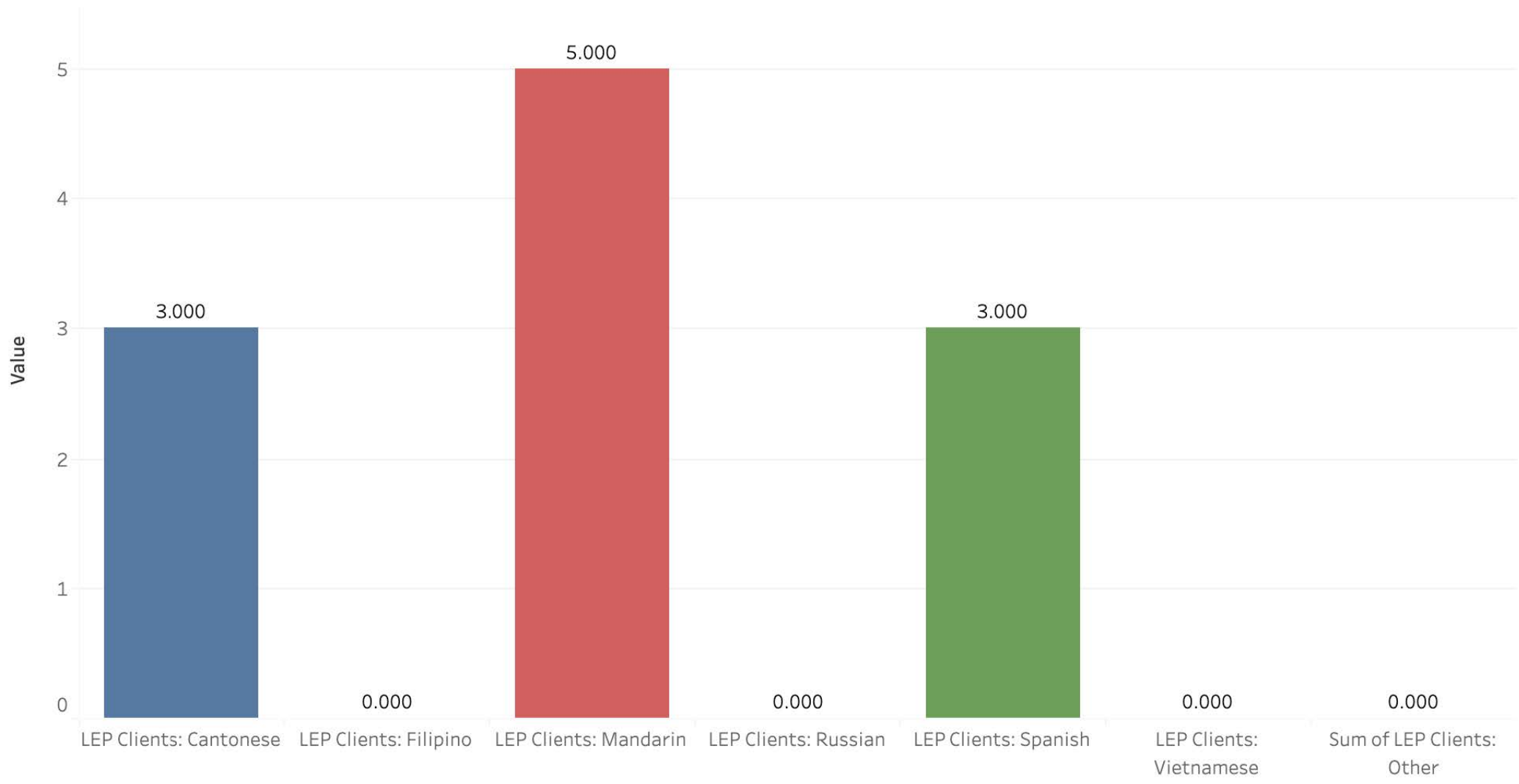


### Certified Multilingual Staff



Department  
Appeals, Board of

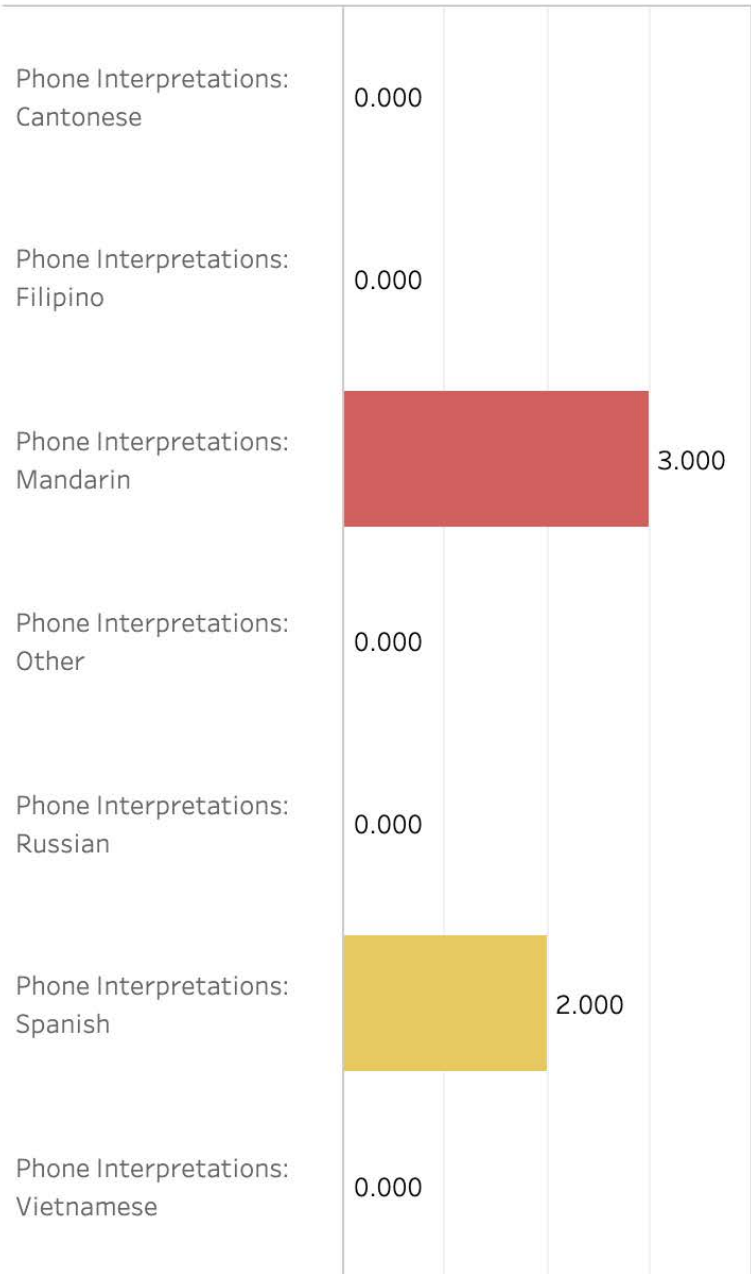
### LEP Clients Served



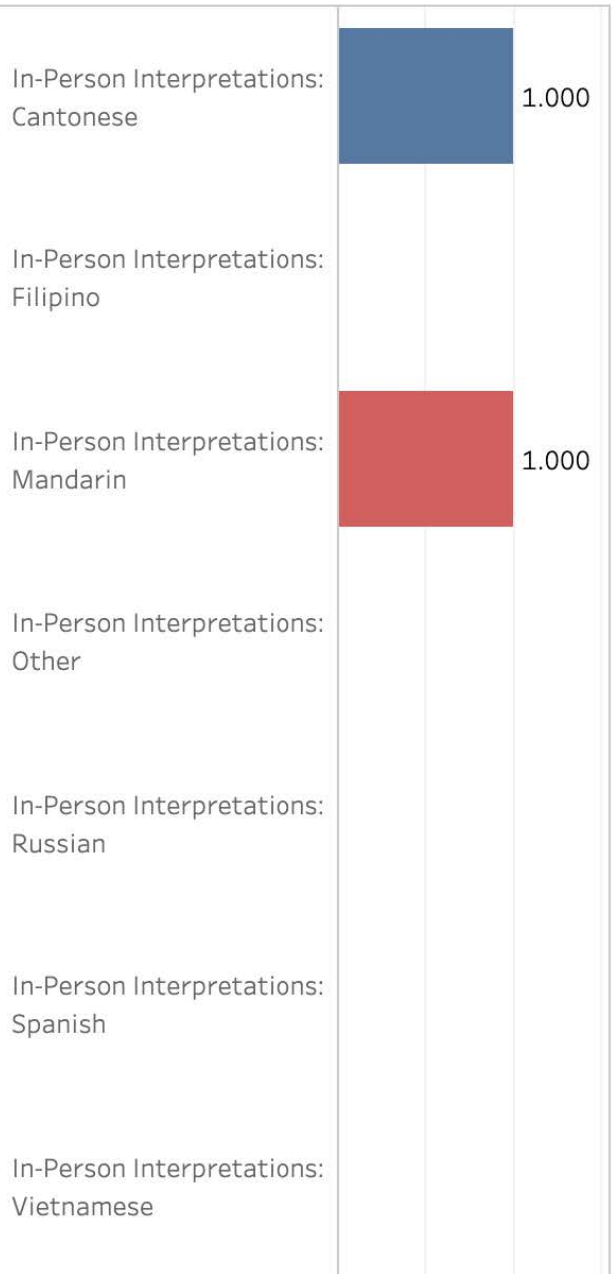
### Translations



### Telephonic Interpretations



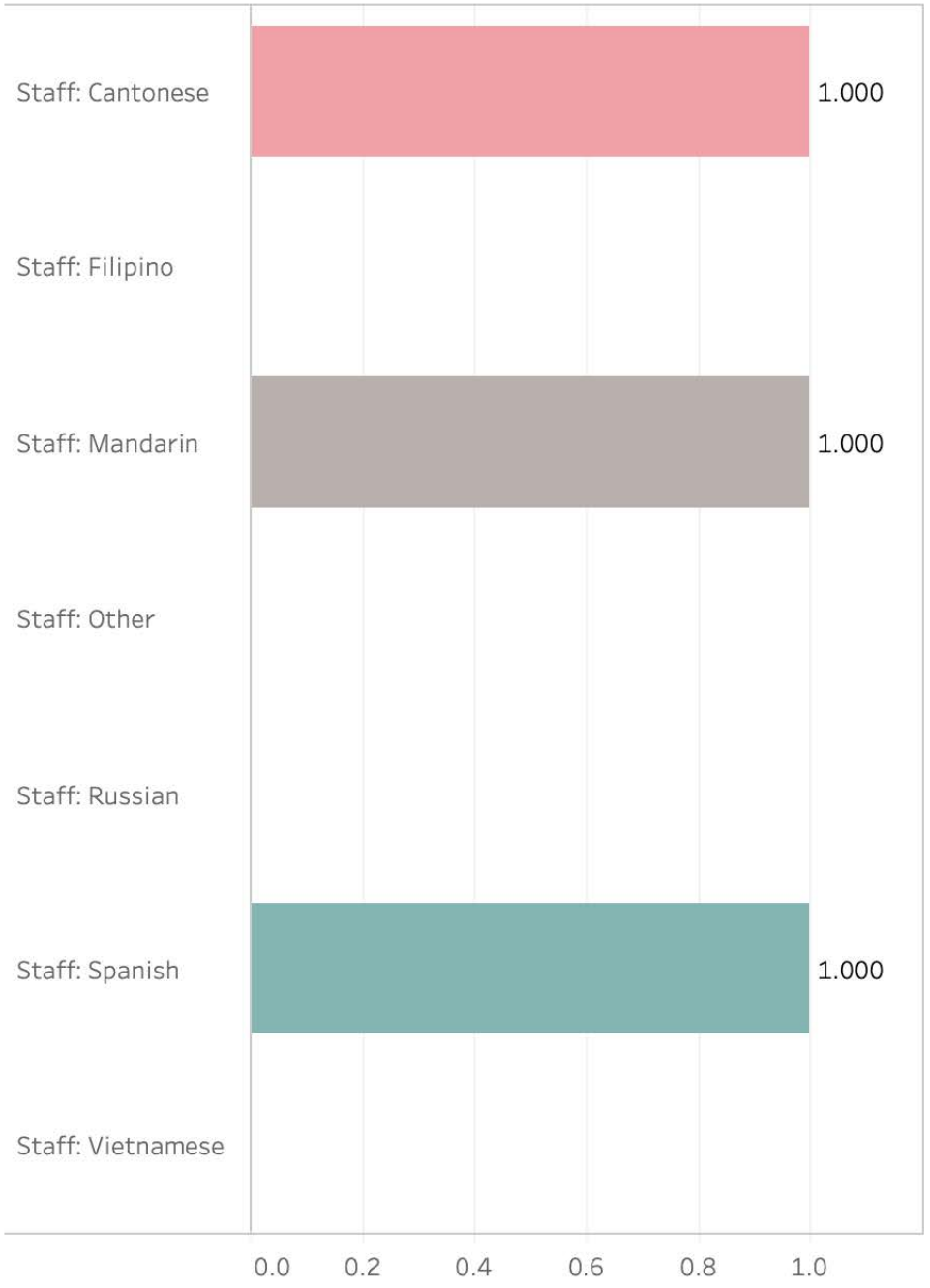
### In-Person Interpretations



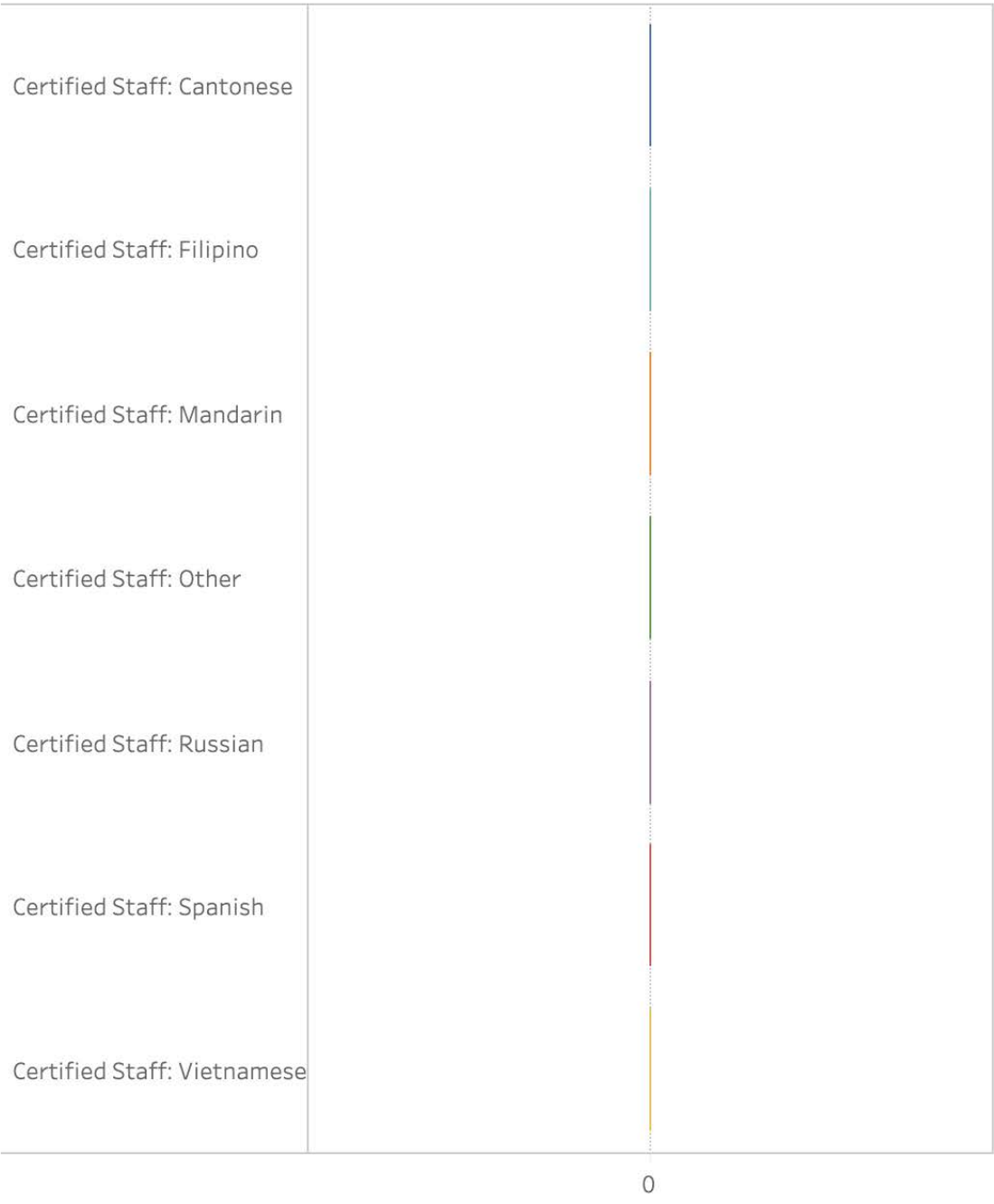
Department

Appeals, Board of

### All Multilingual Staff



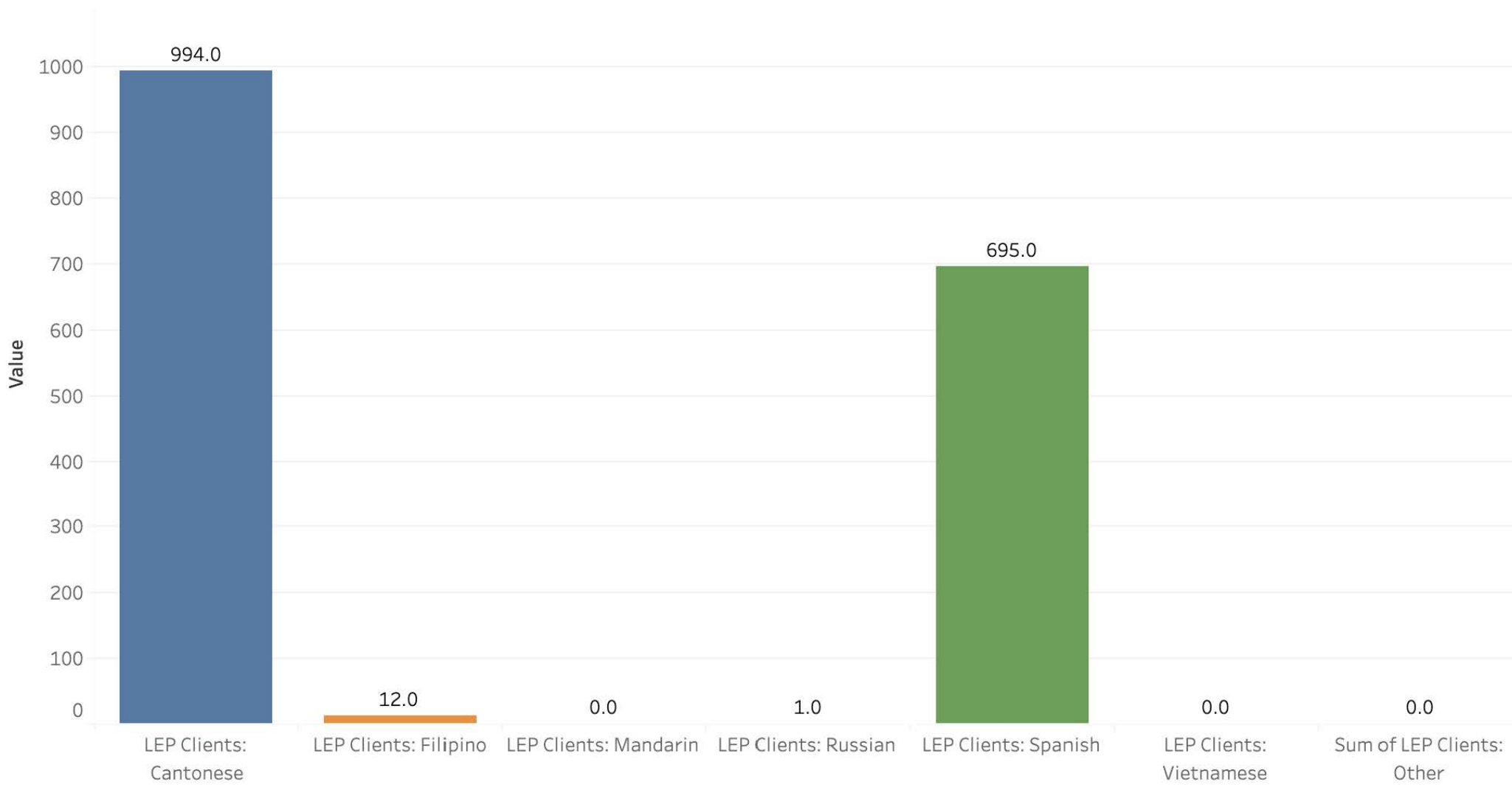
### Certified Multilingual Staff



Department

Board of Supervisors (Clerk)

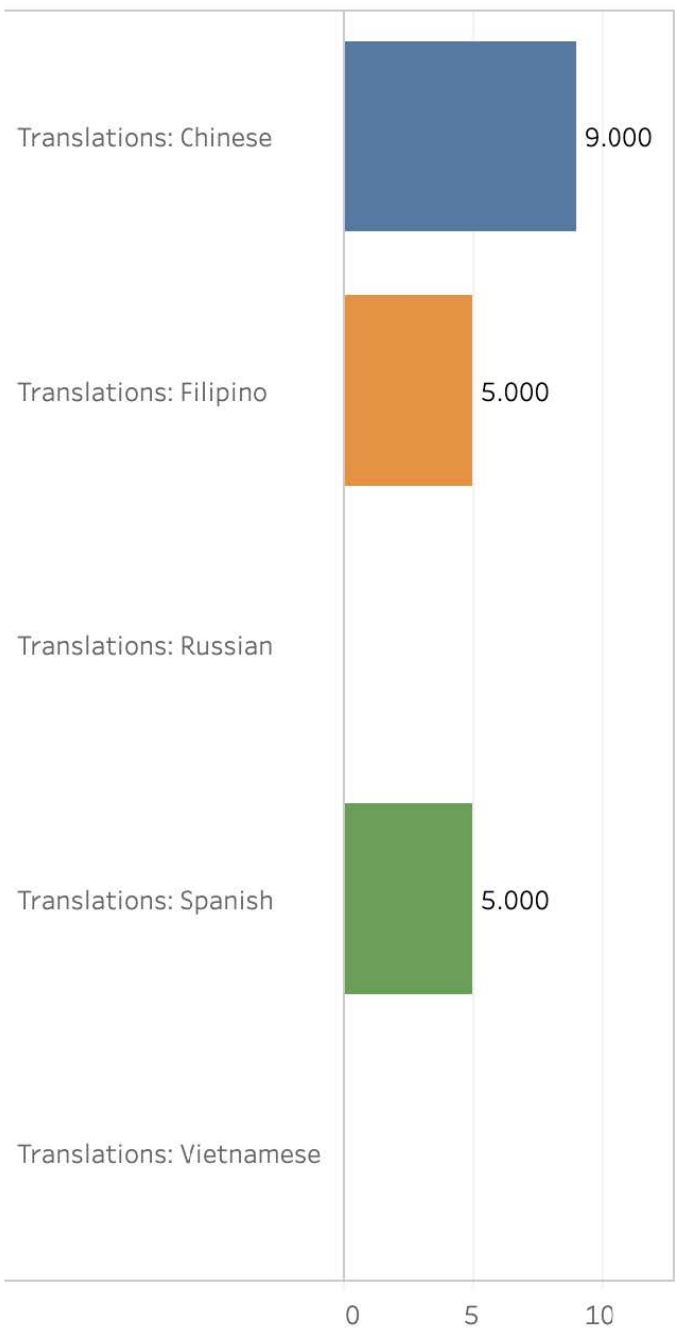
LEP Clients Served



Department

Board of Supervisors (Clerk) ▼

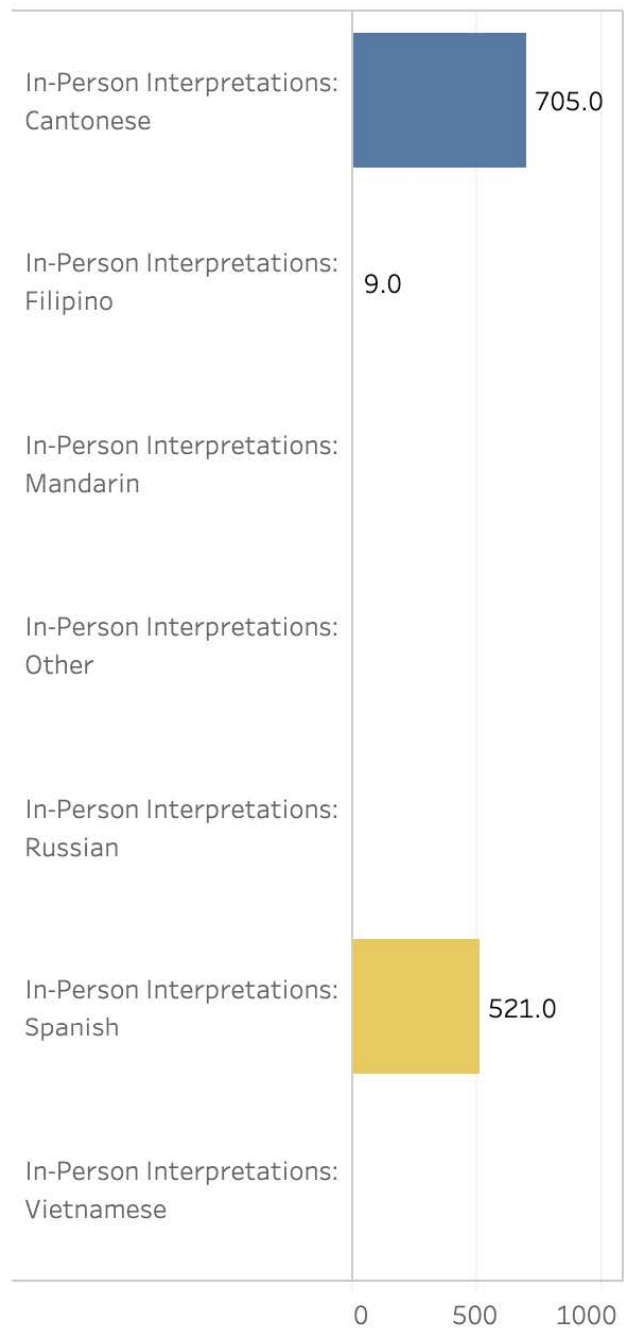
### Translations



### Telephonic Interpretations

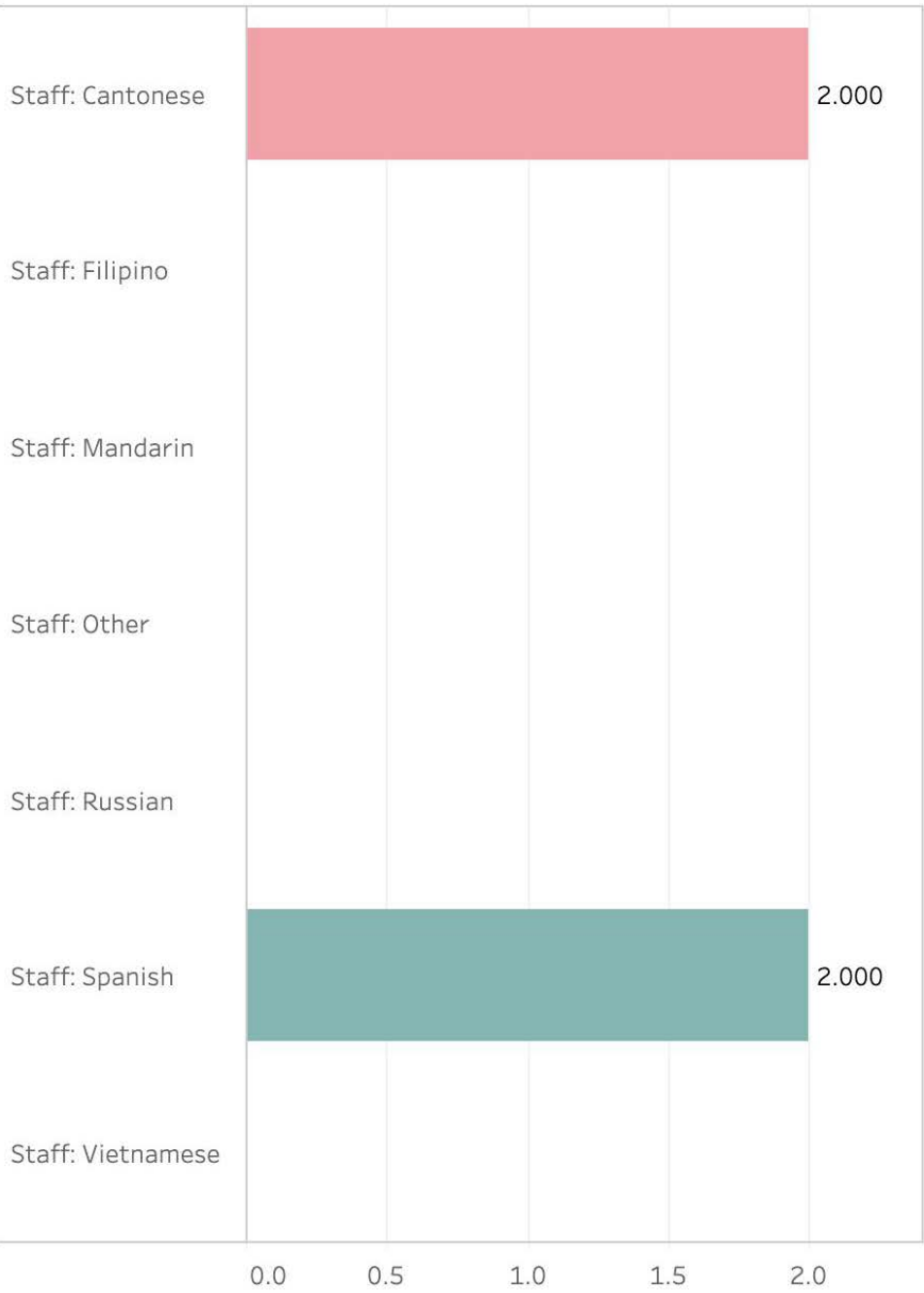


### In-Person Interpretations

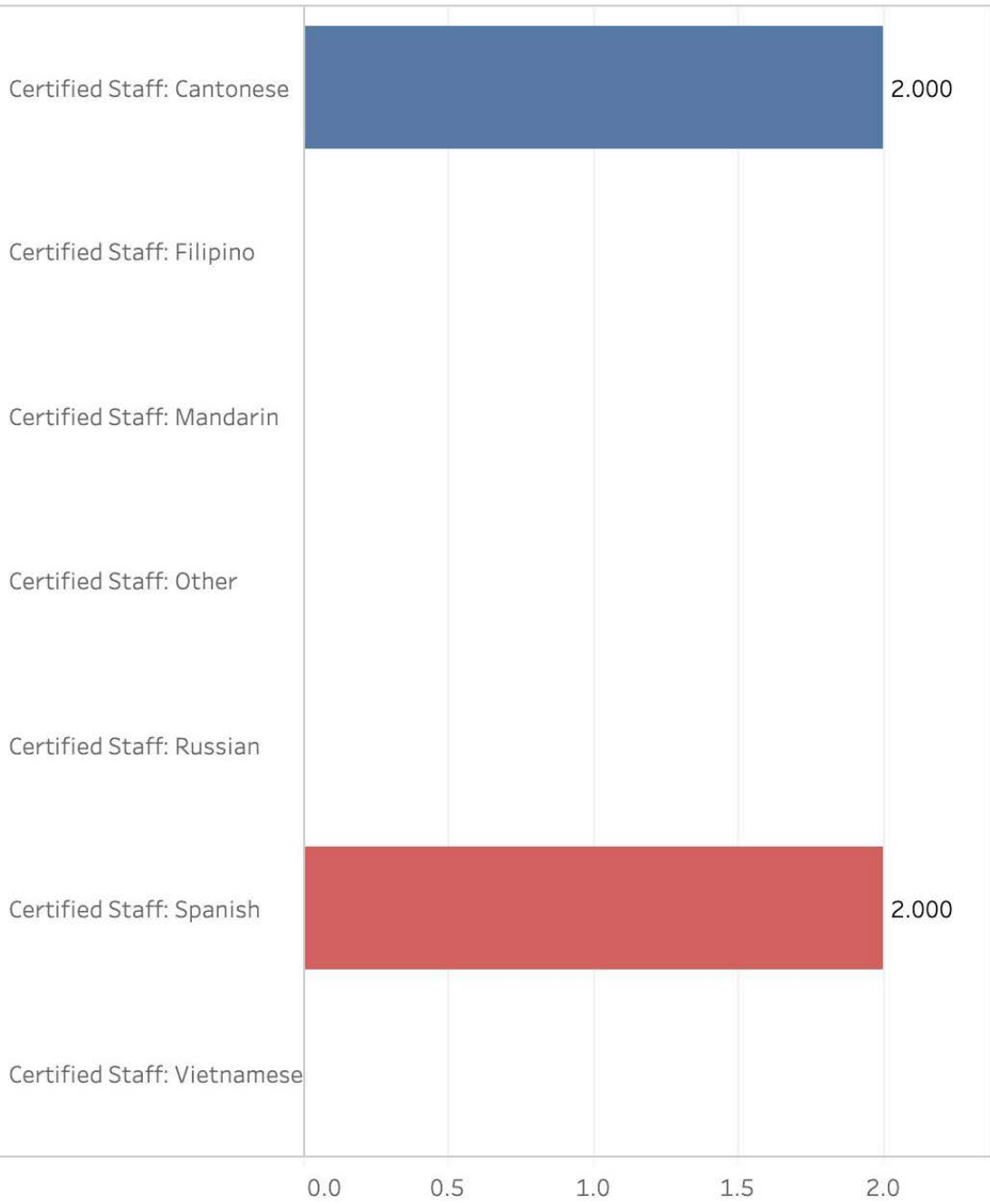




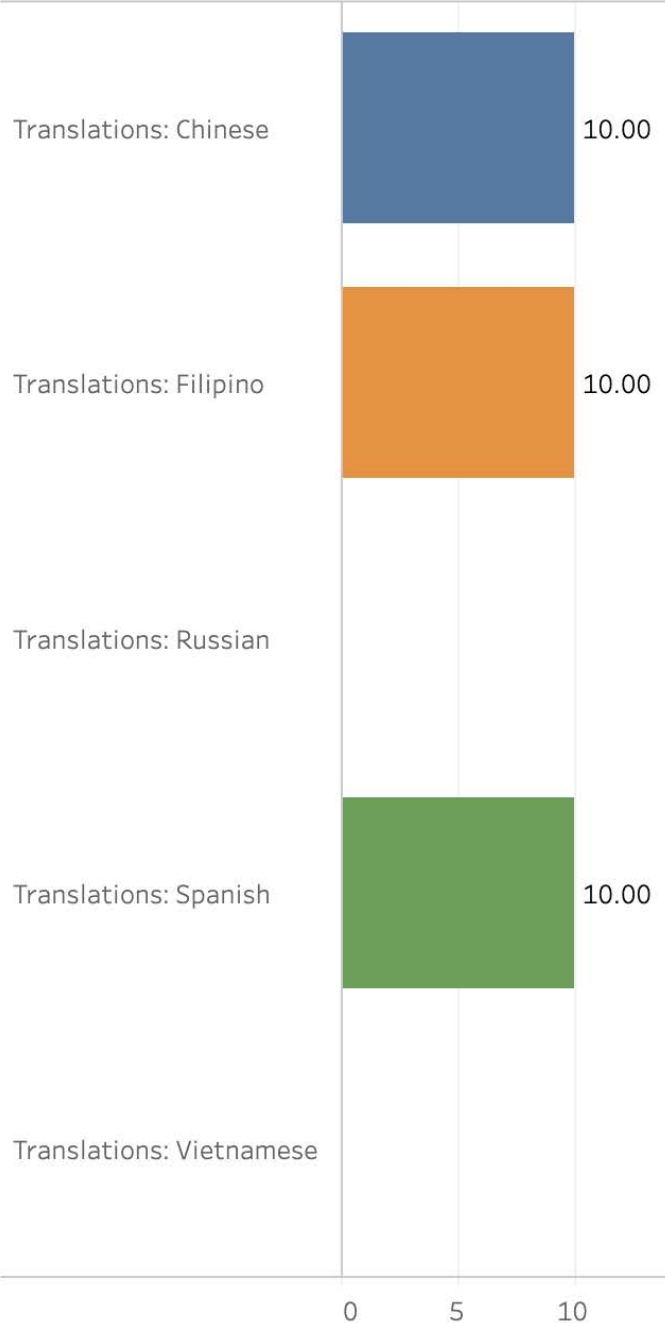
### All Multilingual Staff



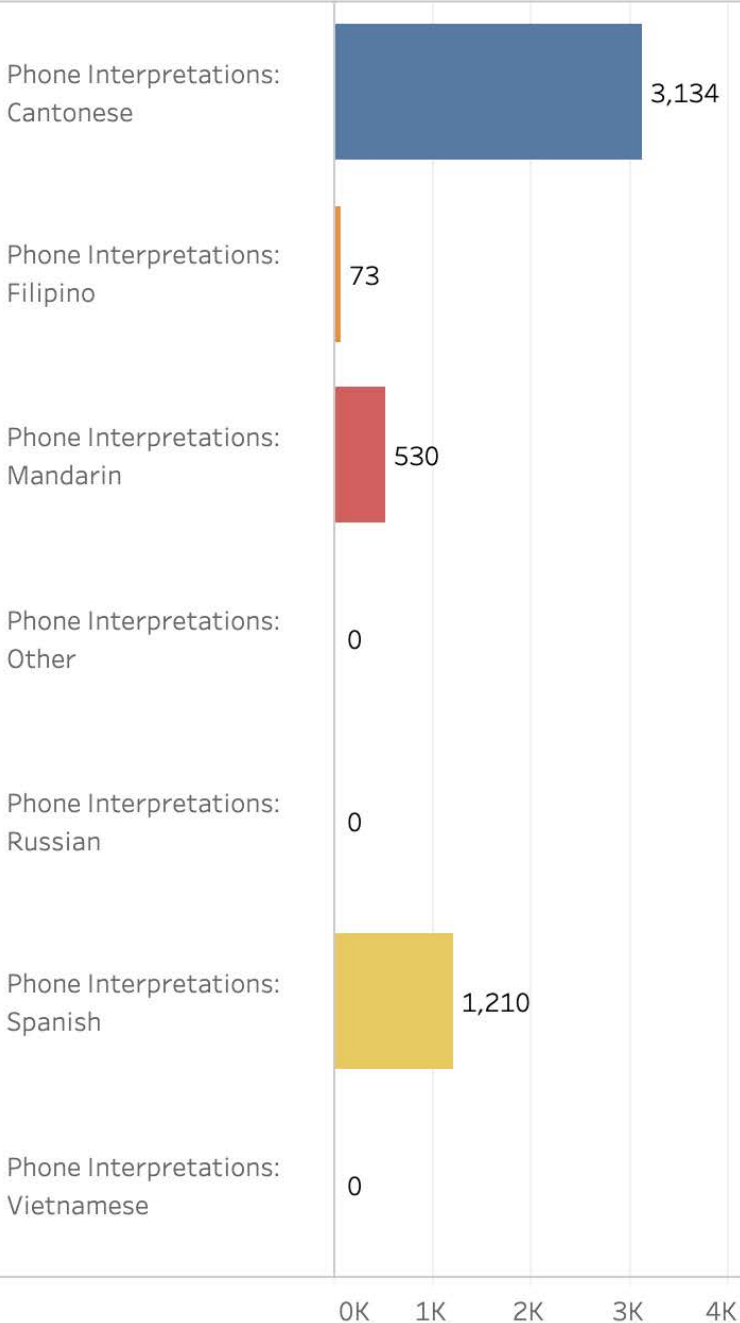
### Certified Multilingual Staff



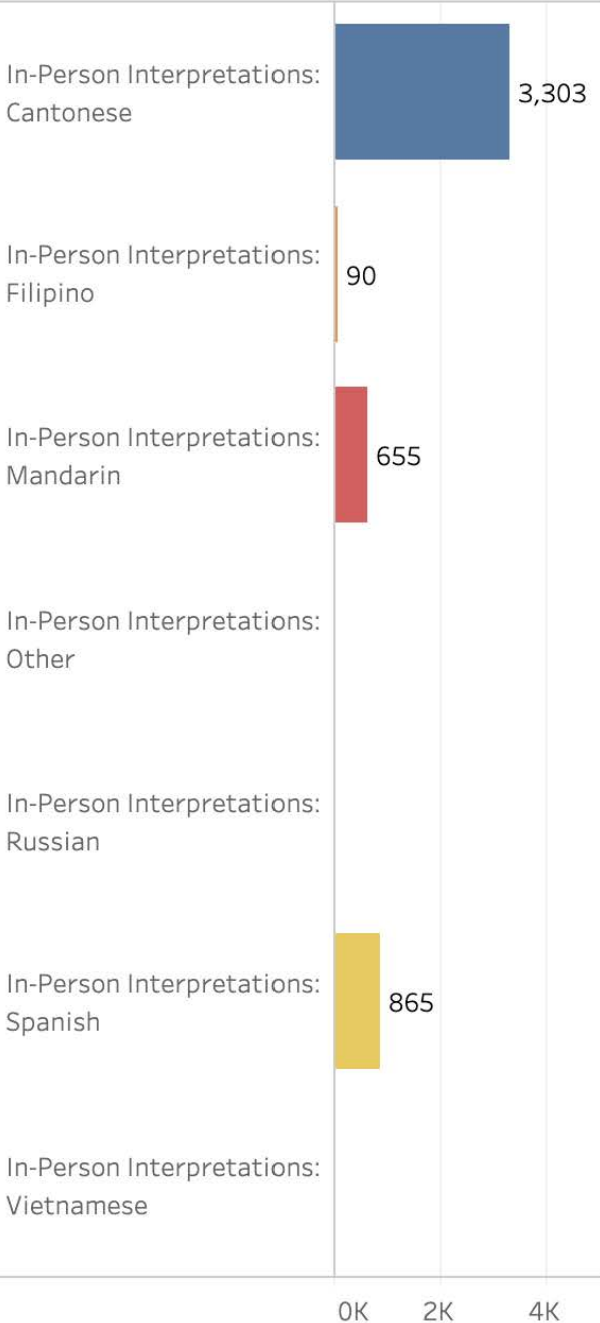
### Translations



### Telephonic Interpretations



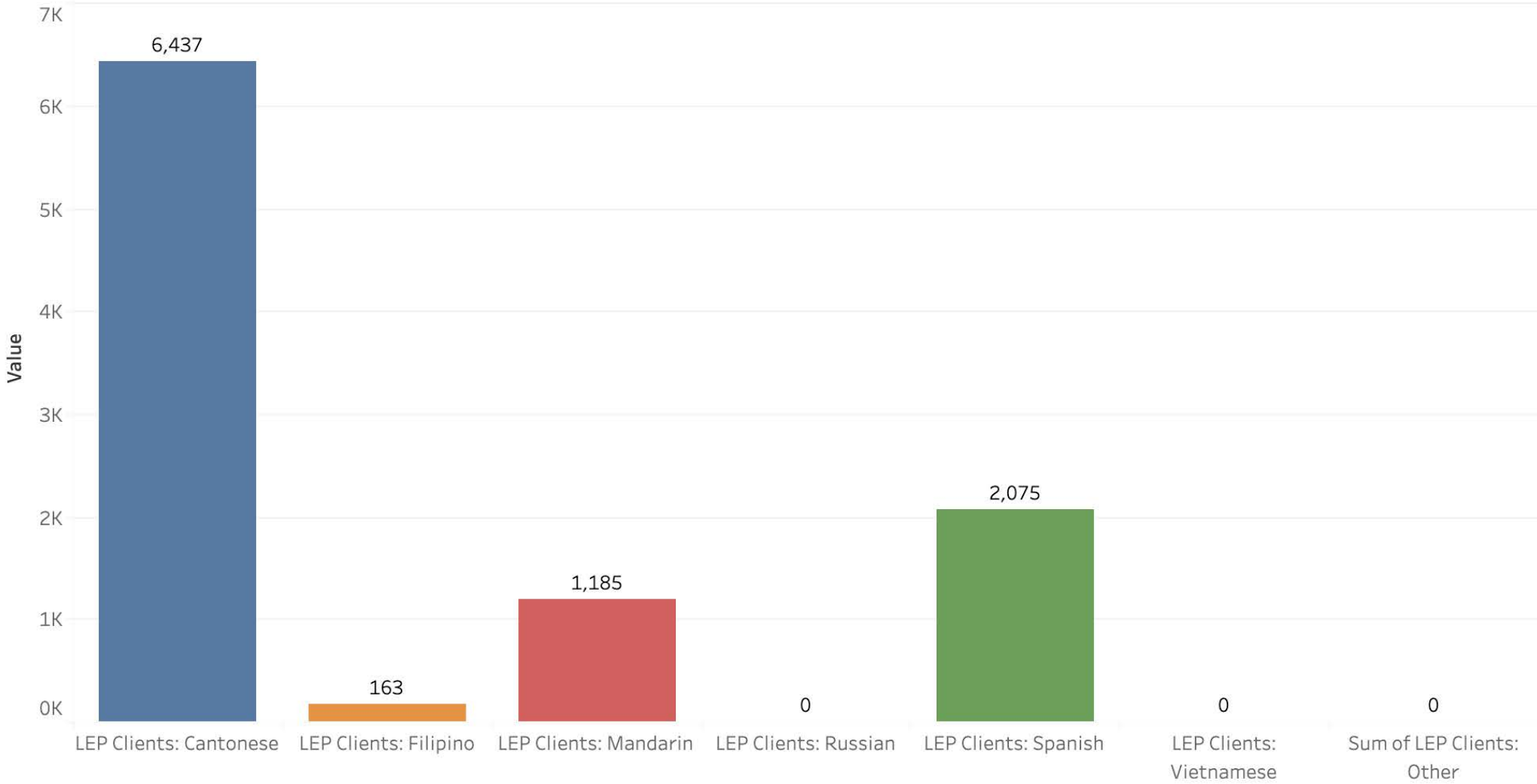
### In-Person Interpretations



Department

Building Inspection (DBI) ▼

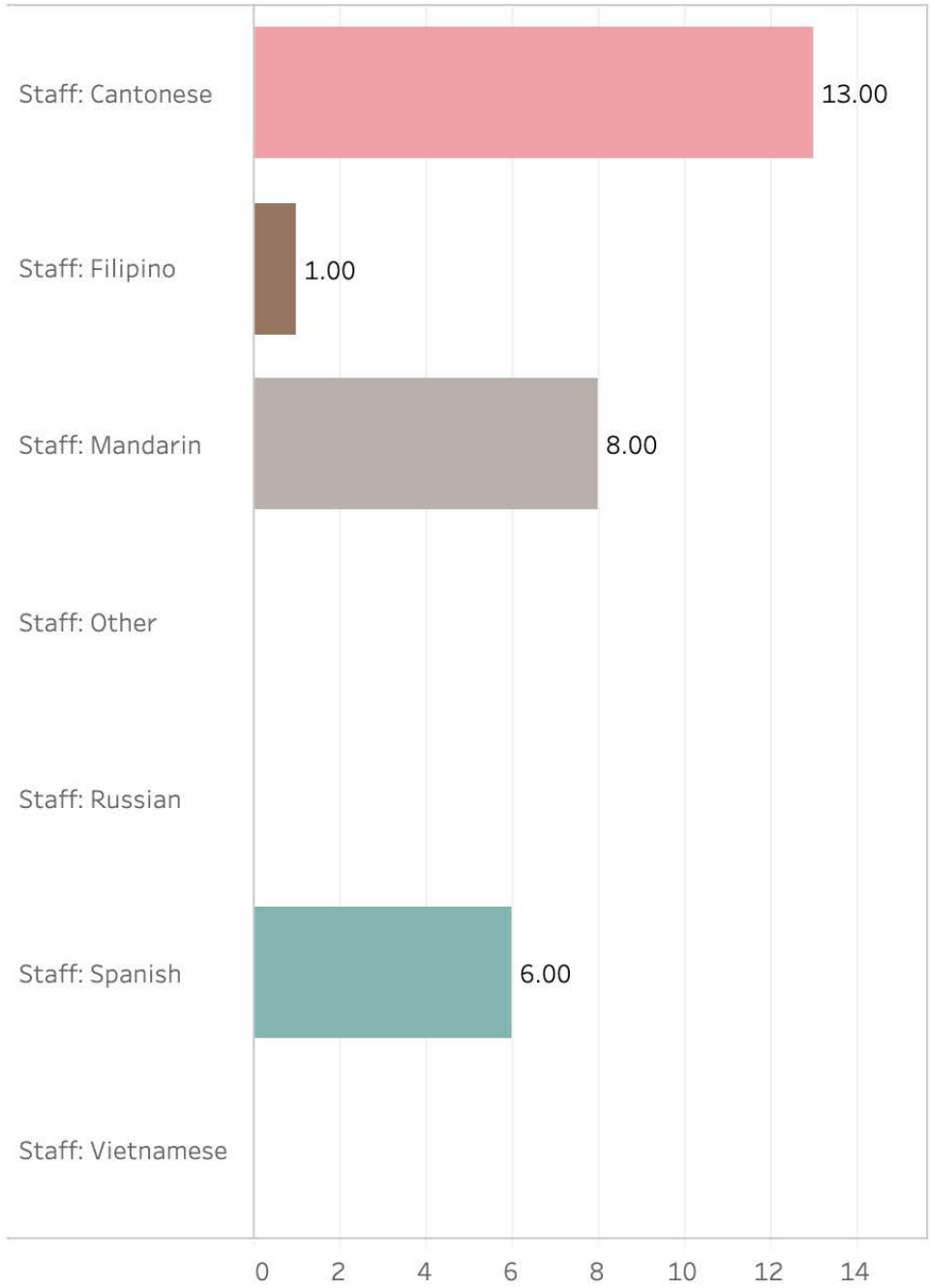
### LEP Clients Served



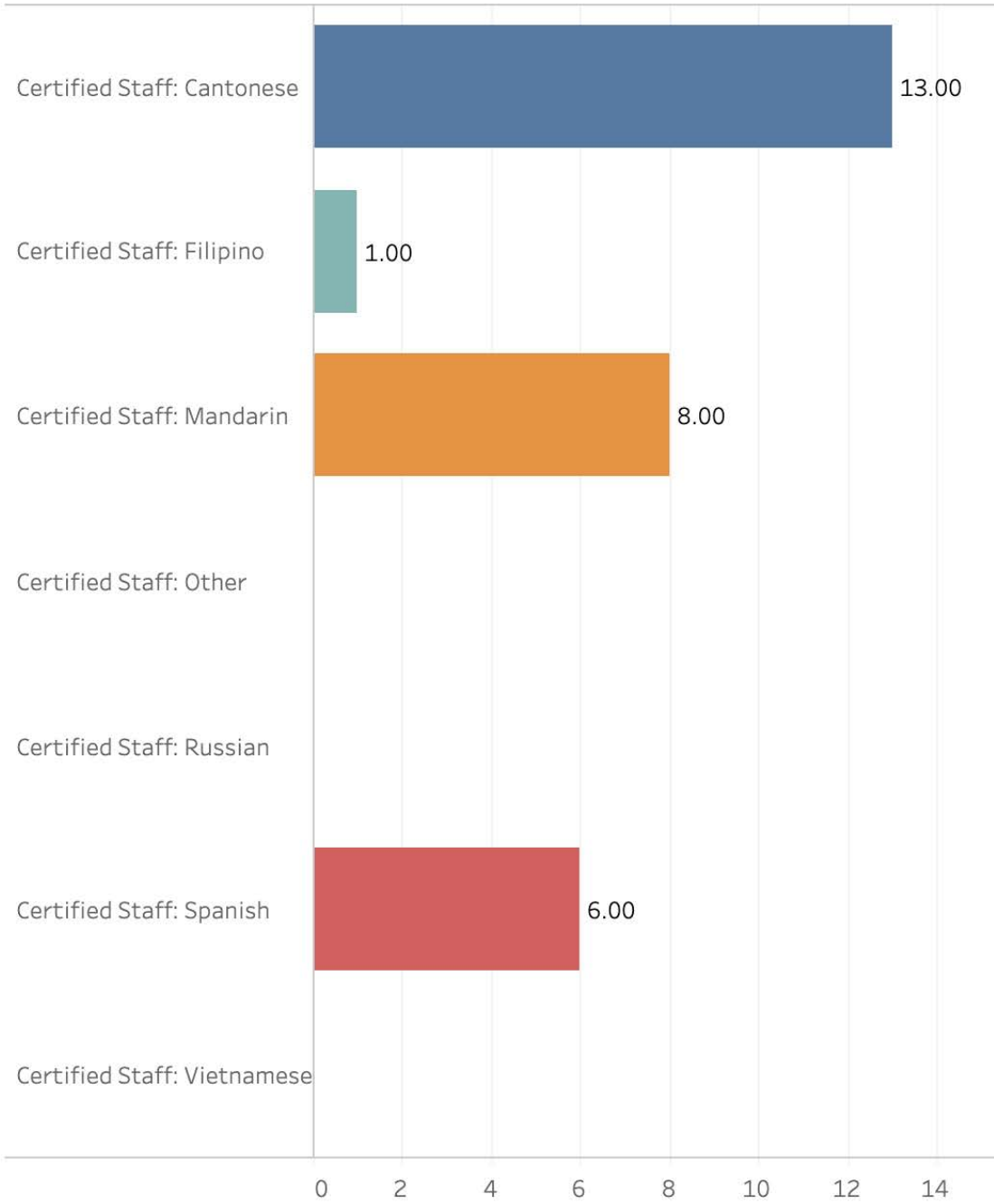
Department

Building Inspection (DBI) ▼

### All Multilingual Staff



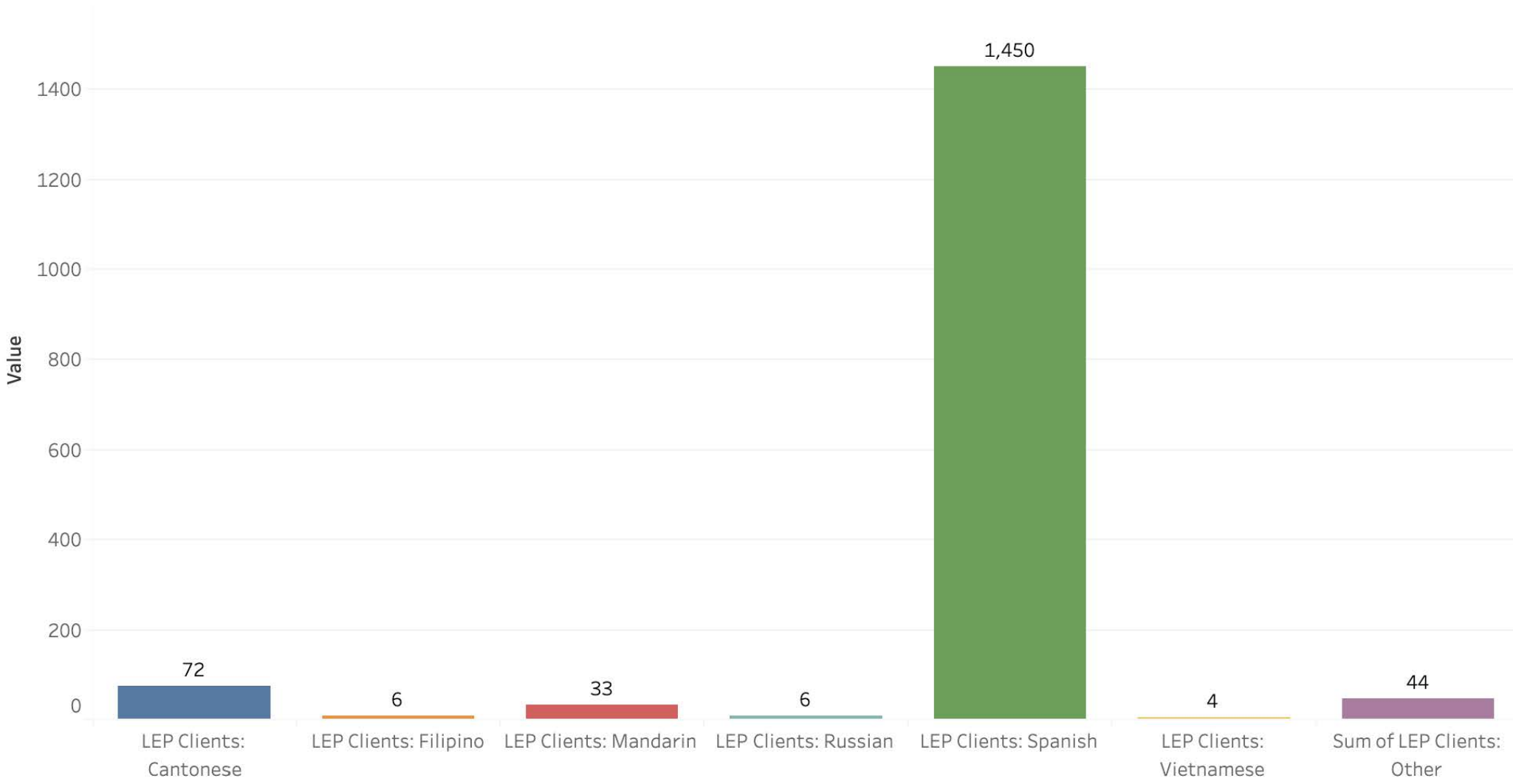
### Certified Multilingual Staff



Department

Child Support Services

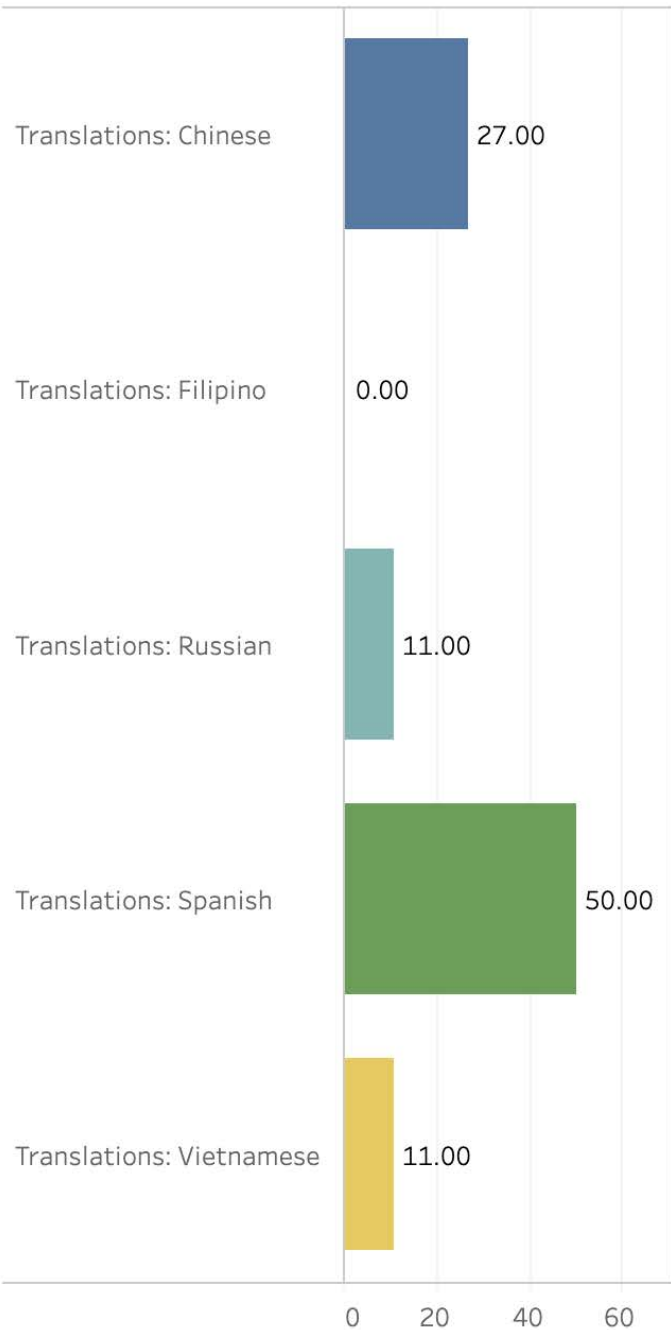
### LEP Clients Served



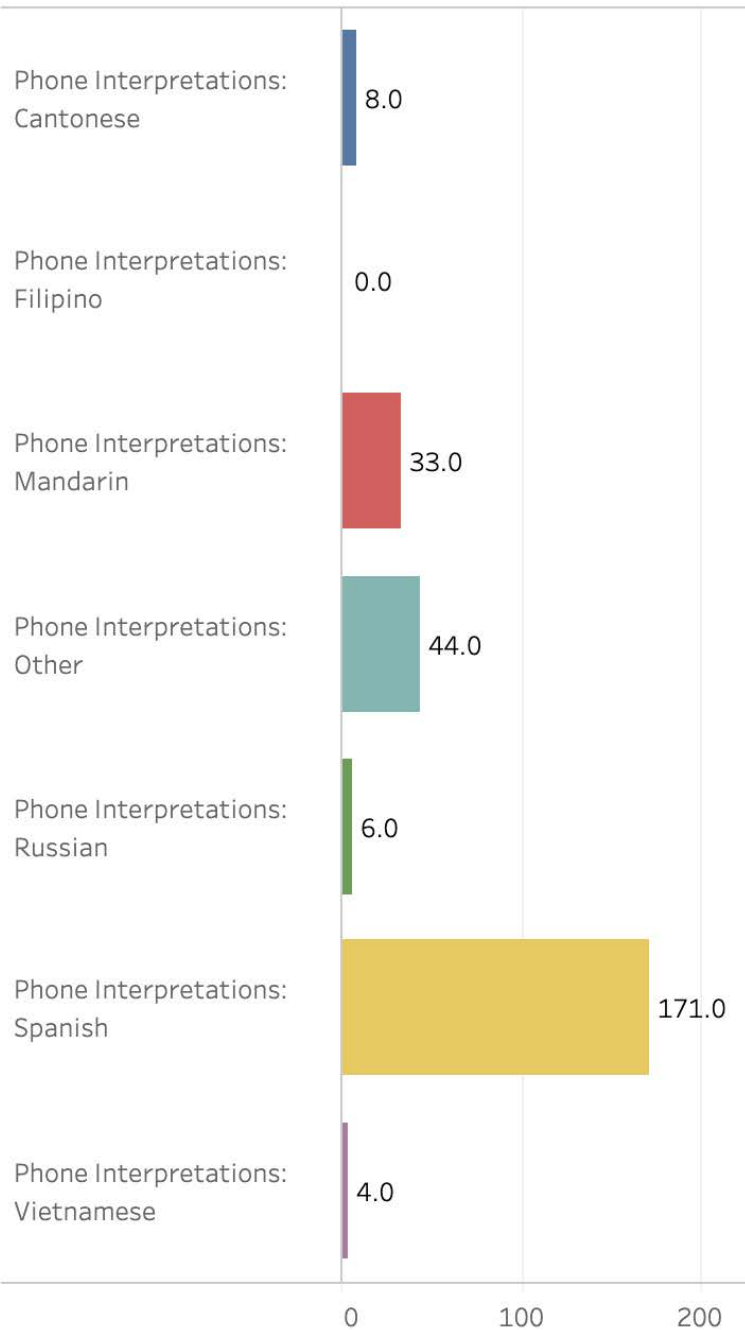
Department

Child Support Services

### Translations



### Telephonic Interpretations



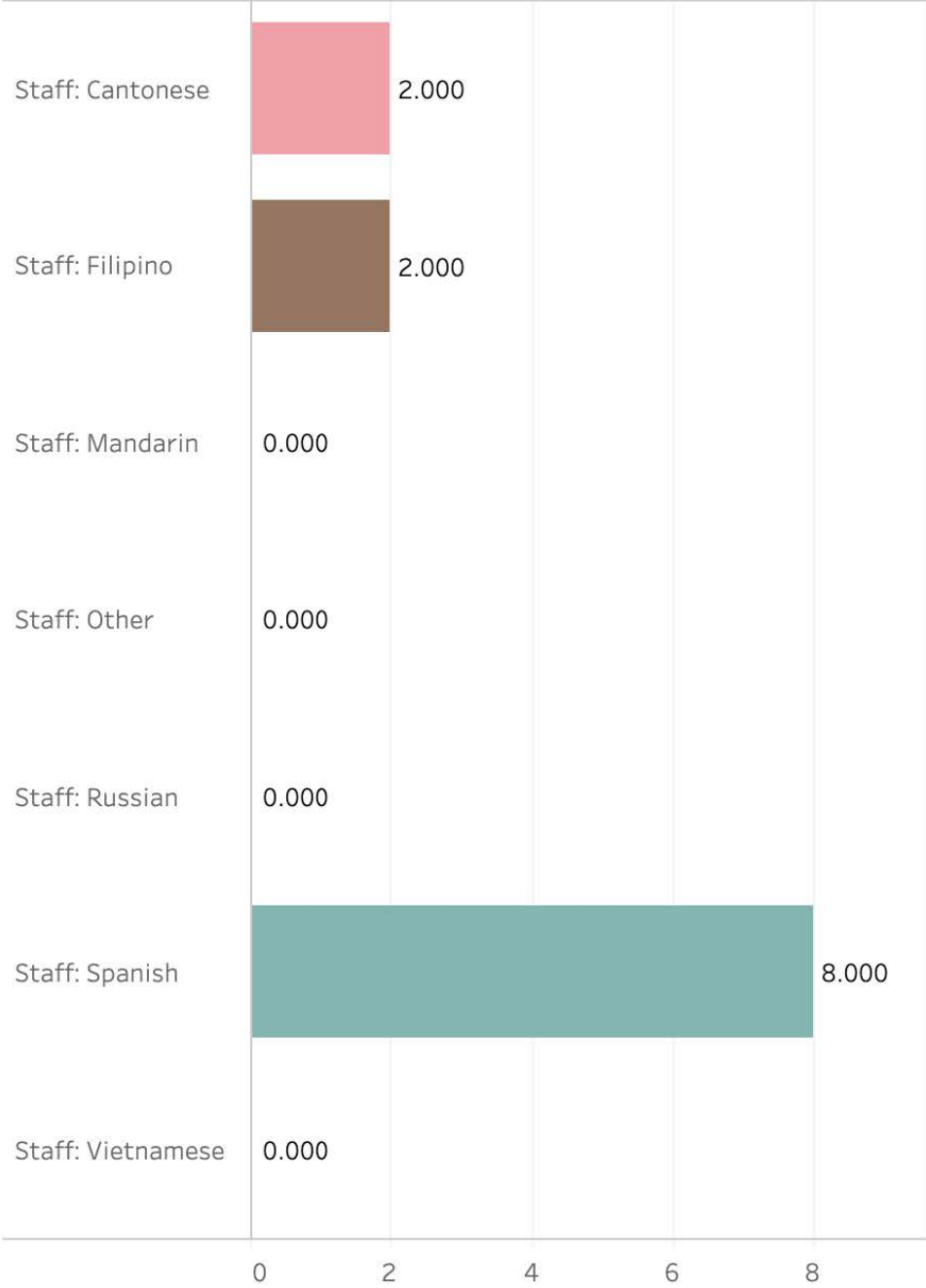
### In-Person Interpretations



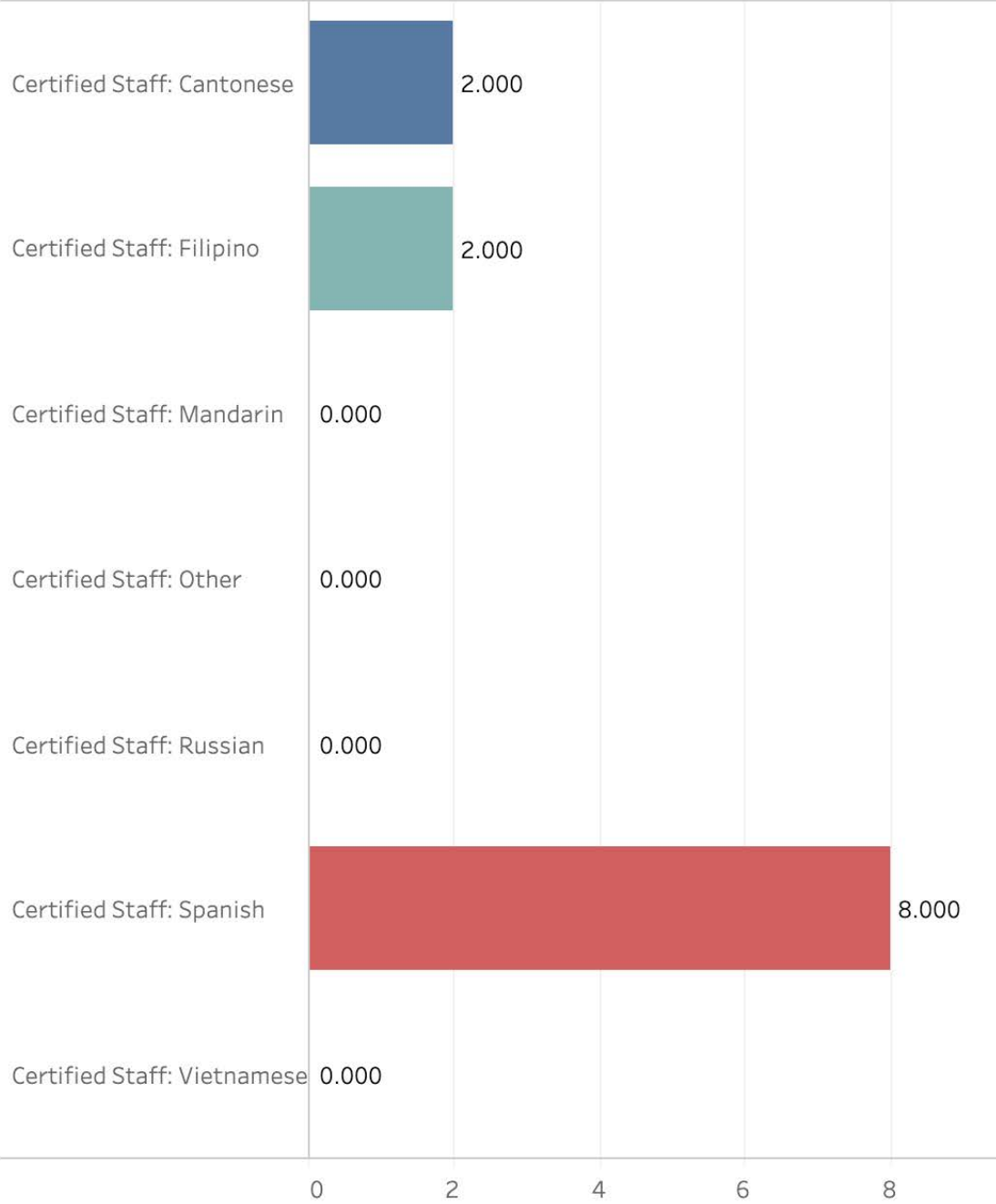
Department

Child Support Services

### All Multilingual Staff



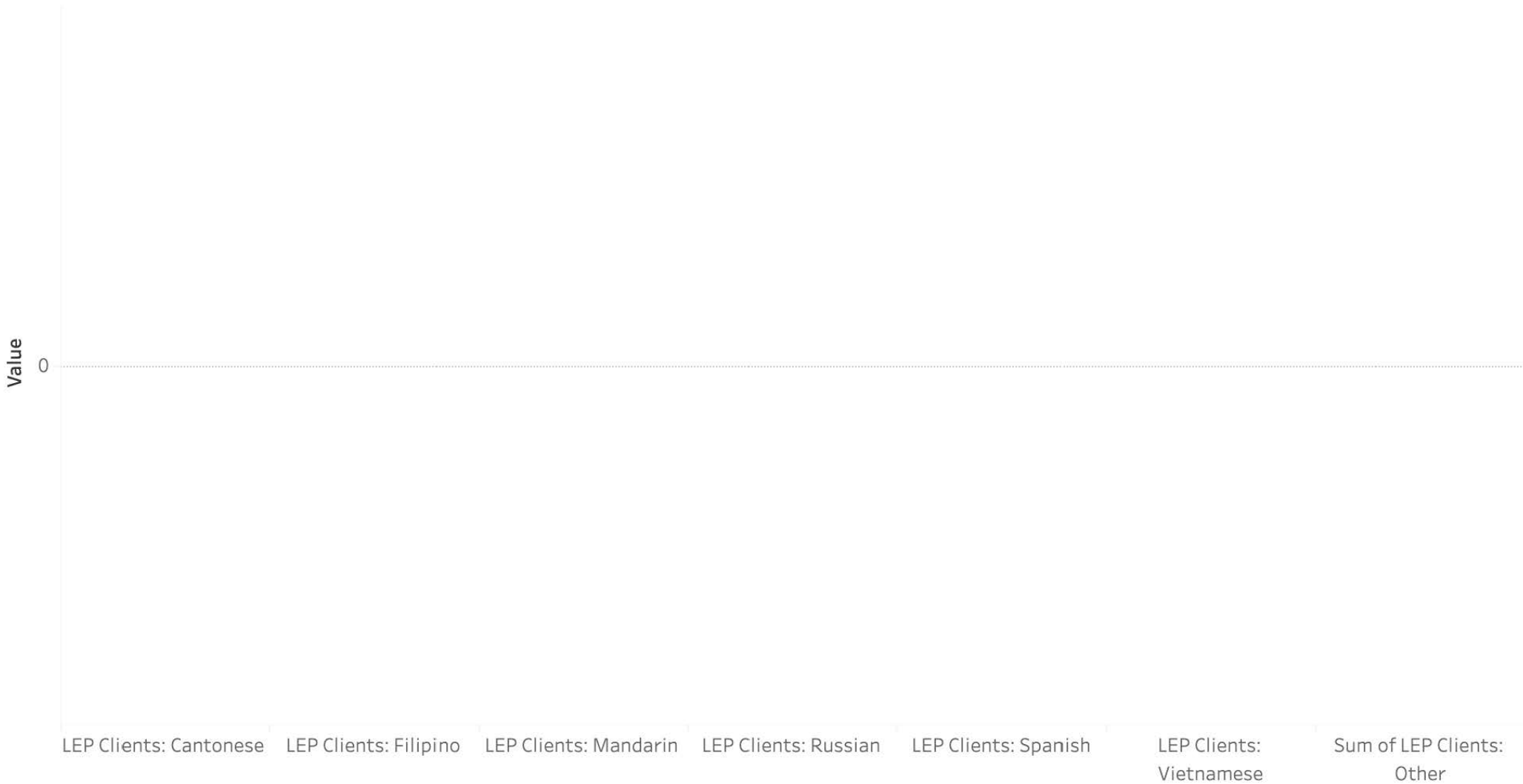
### Certified Multilingual Staff



Department

Children and Families Commission

### LEP Clients Served

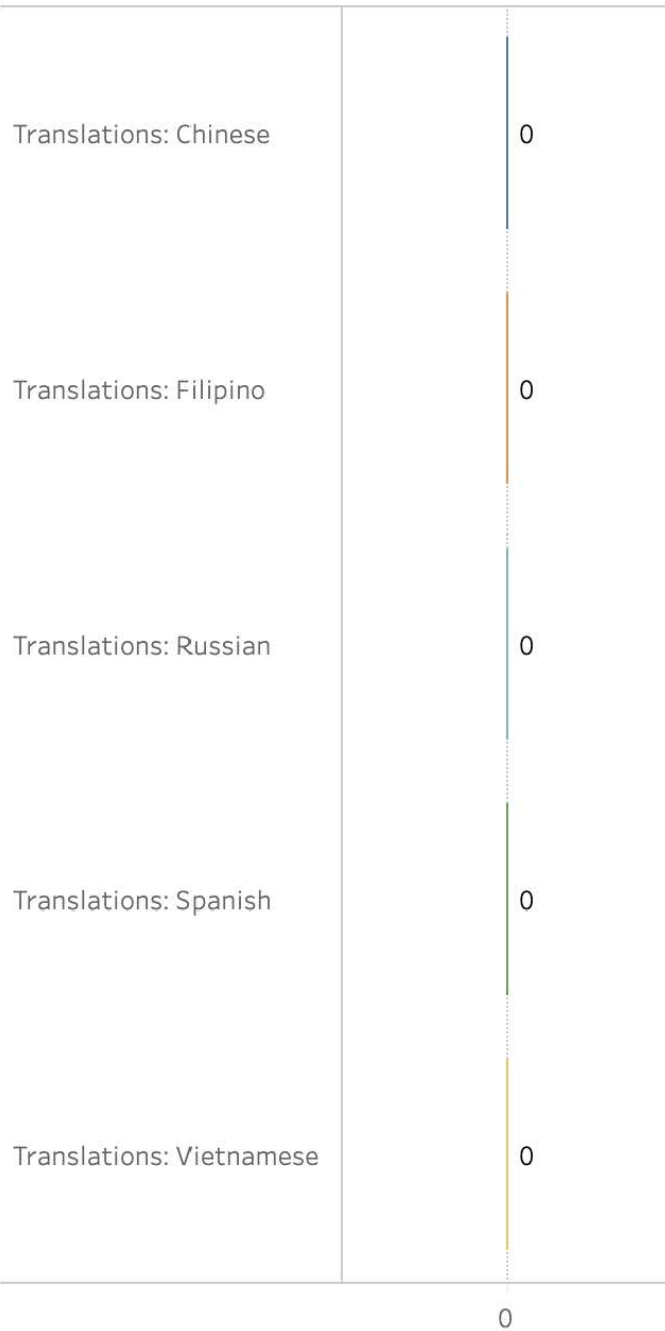




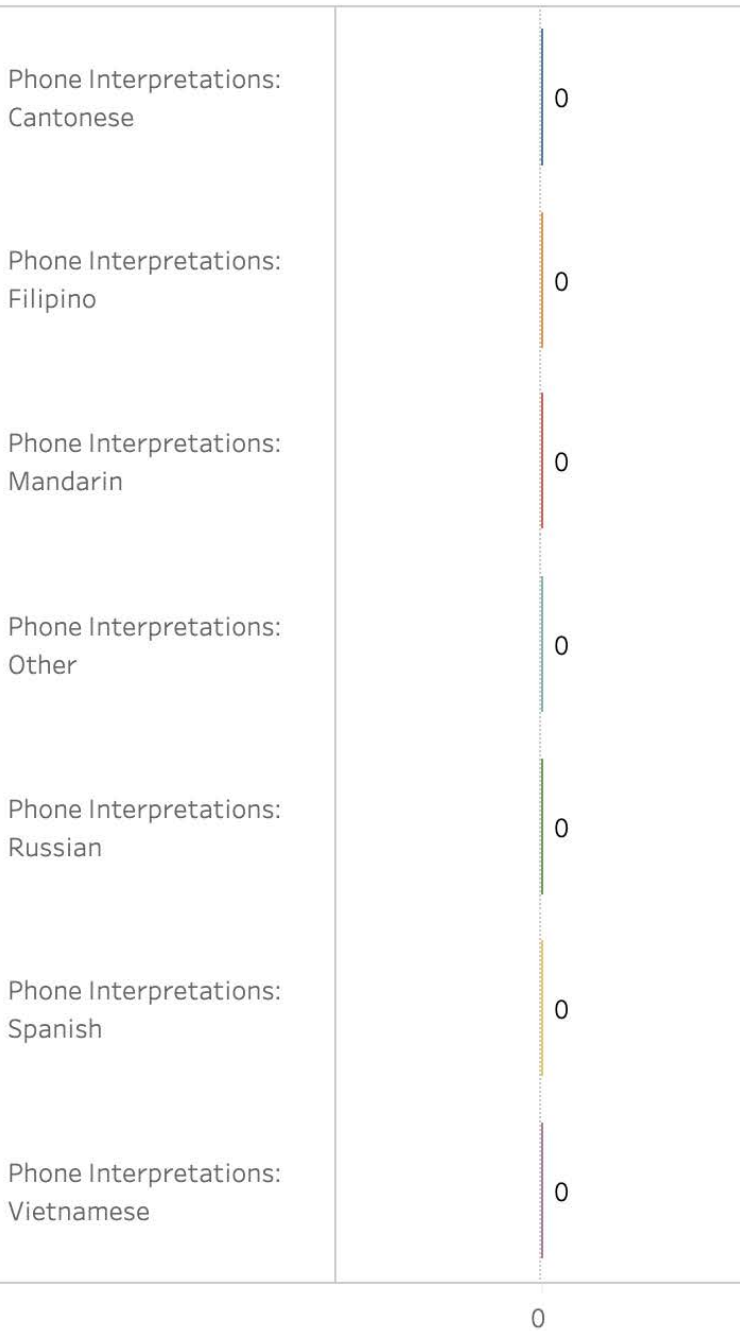
Department

Children and Families Commission

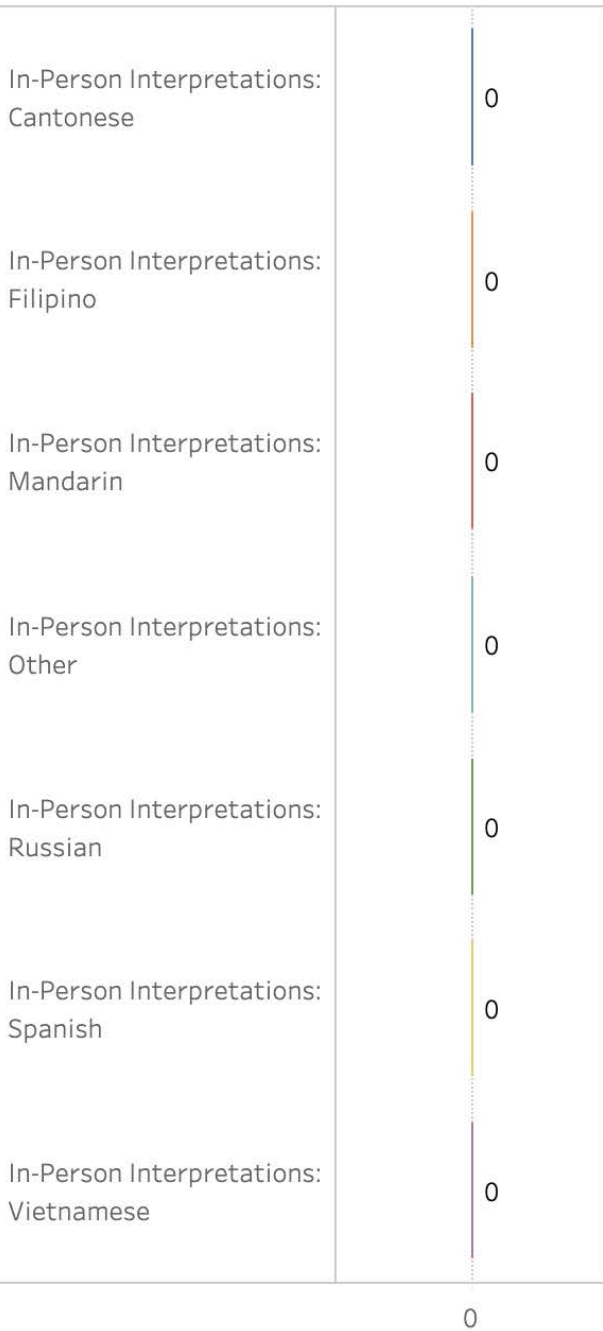
### Translations



### Telephonic Interpretations



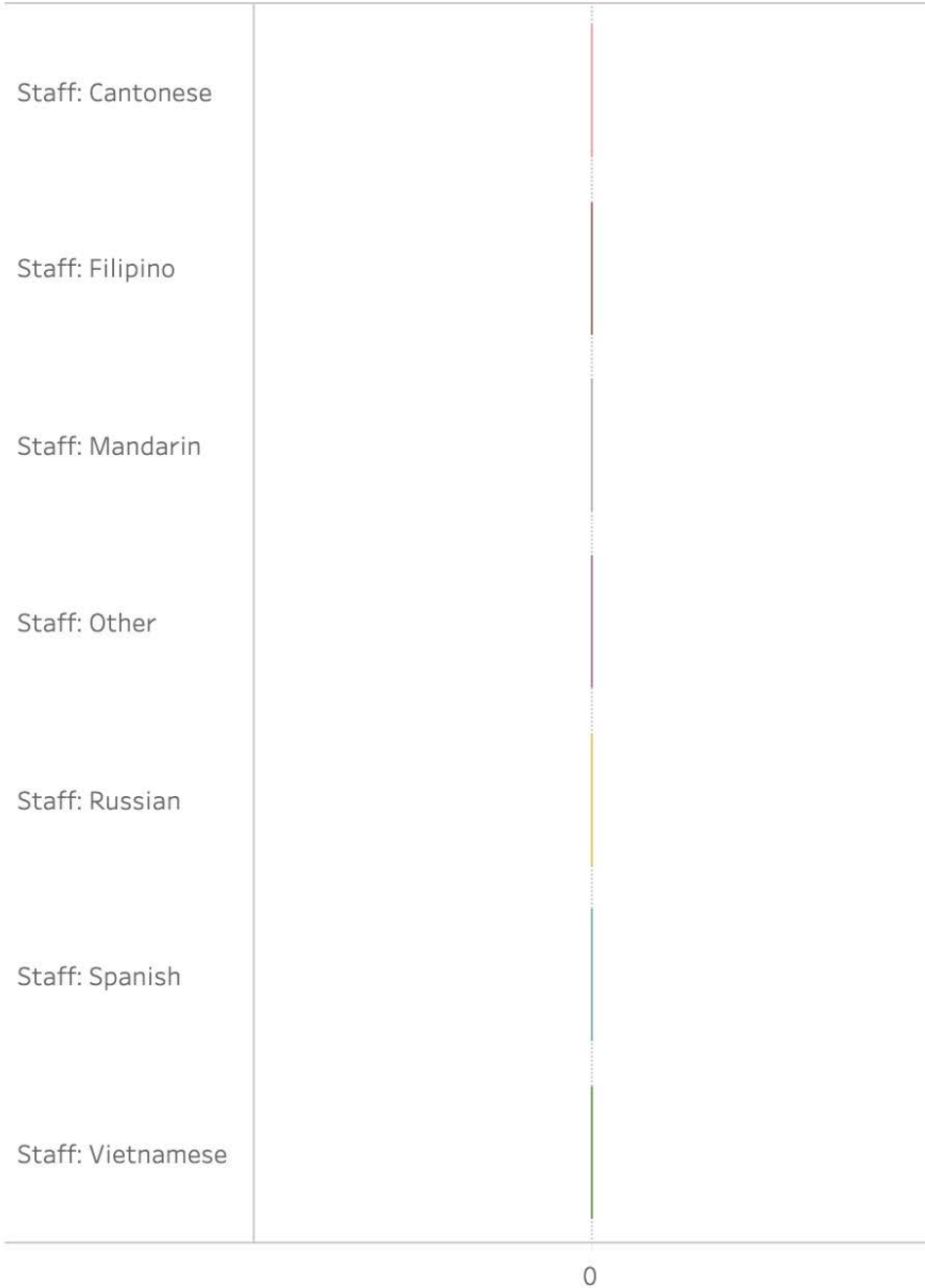
### In-Person Interpretations



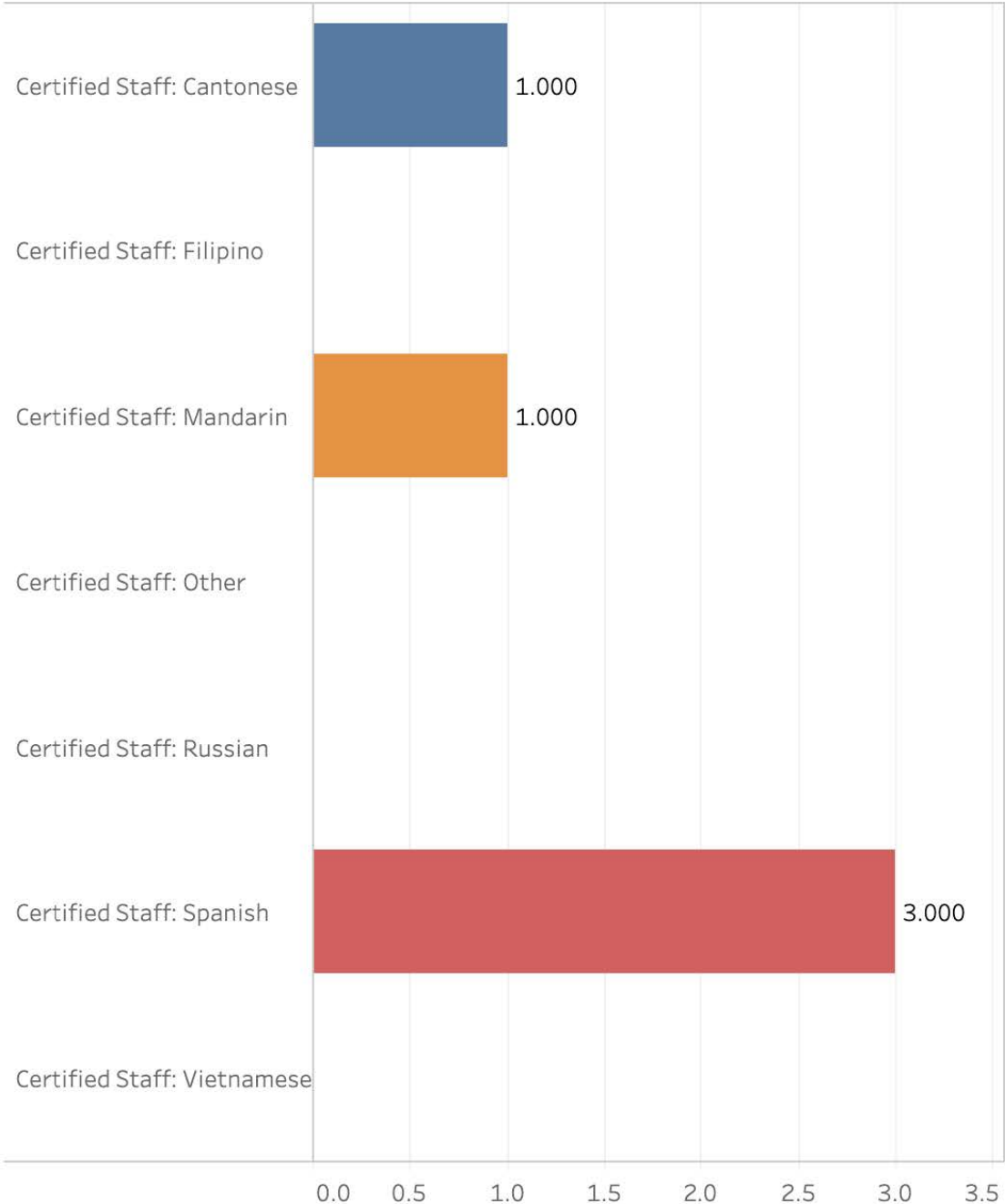
Department

Children and Families Commission

### All Multilingual Staff



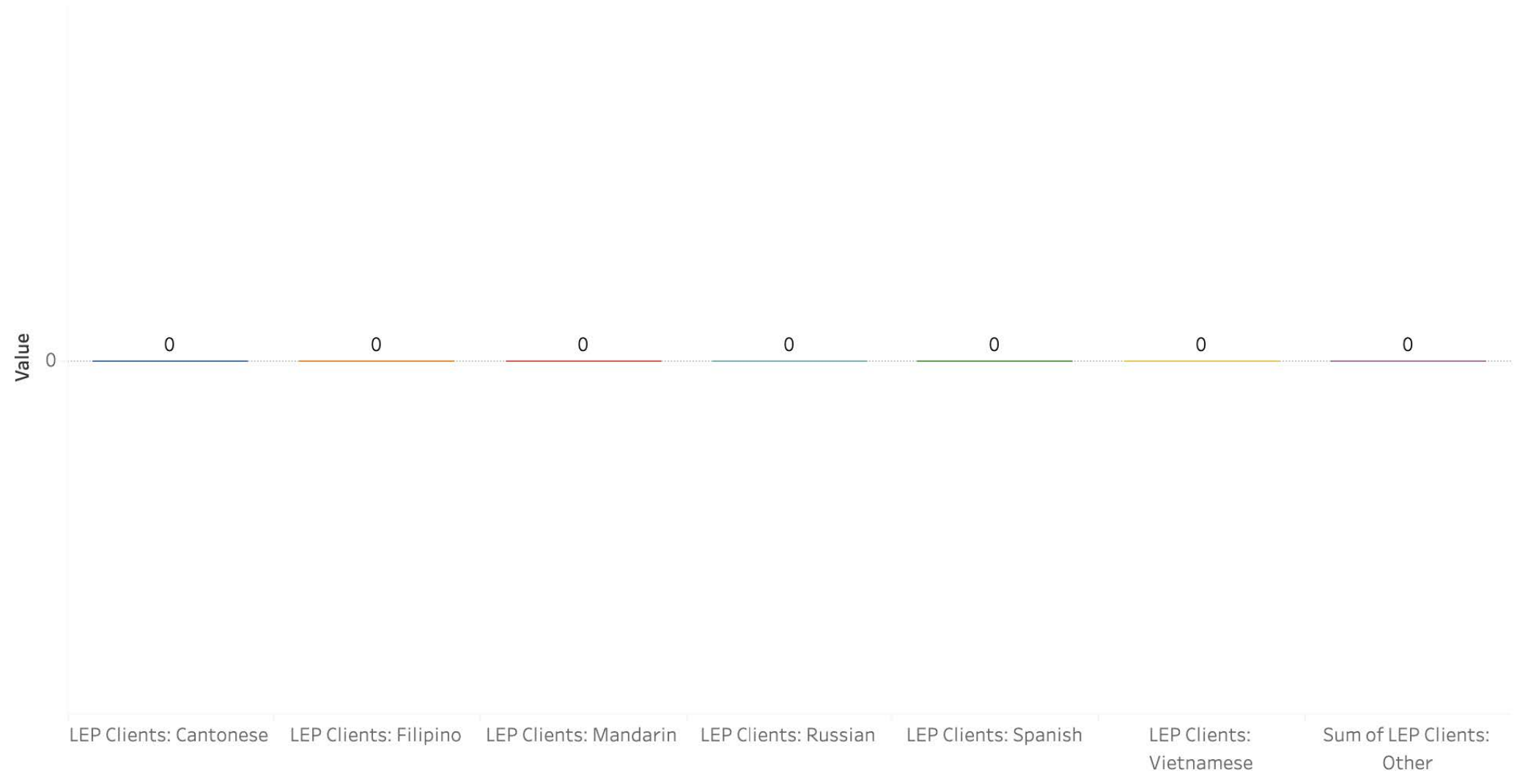
### Certified Multilingual Staff



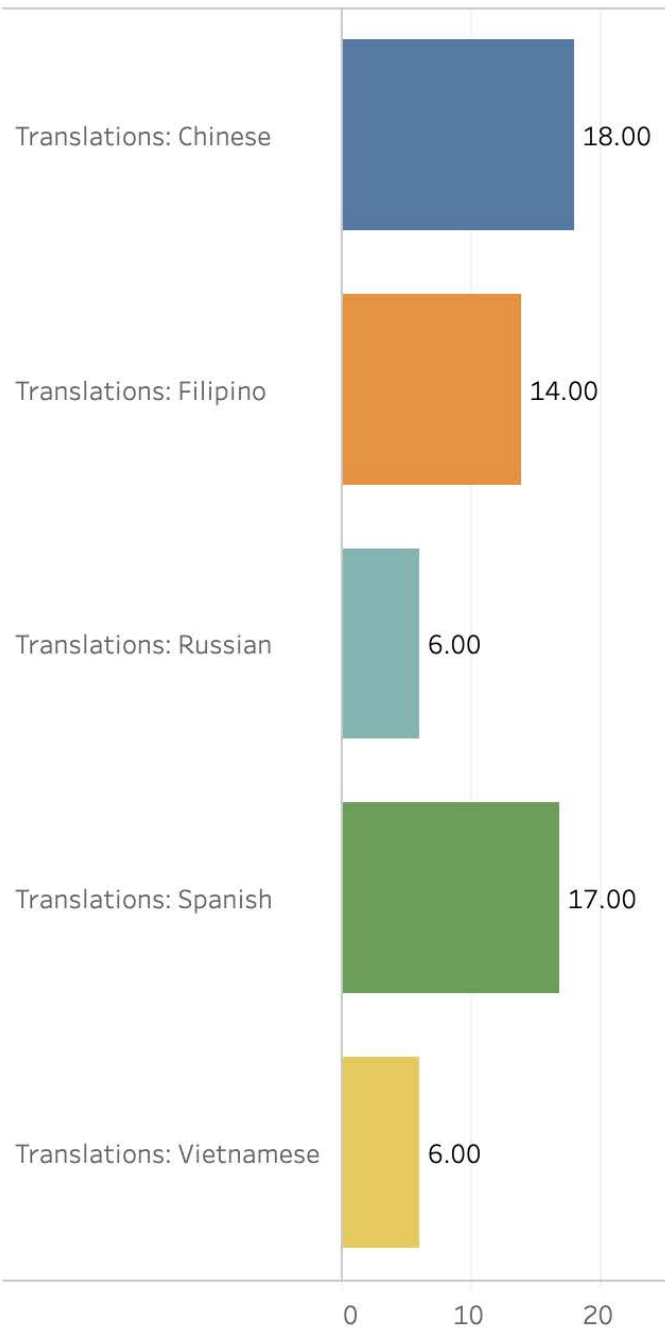
Department

Children, Youth and Their Families (Department of) ▼

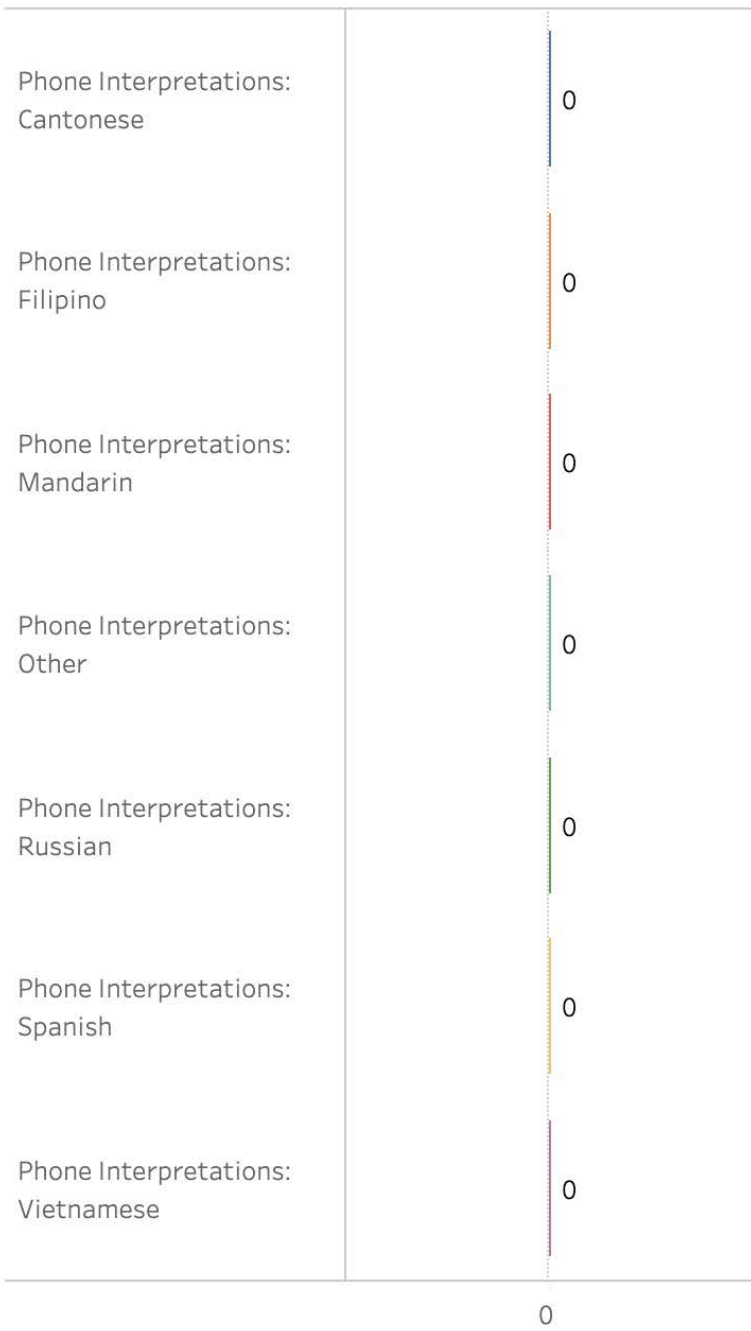
### LEP Clients Served



### Translations



### Telephonic Interpretations



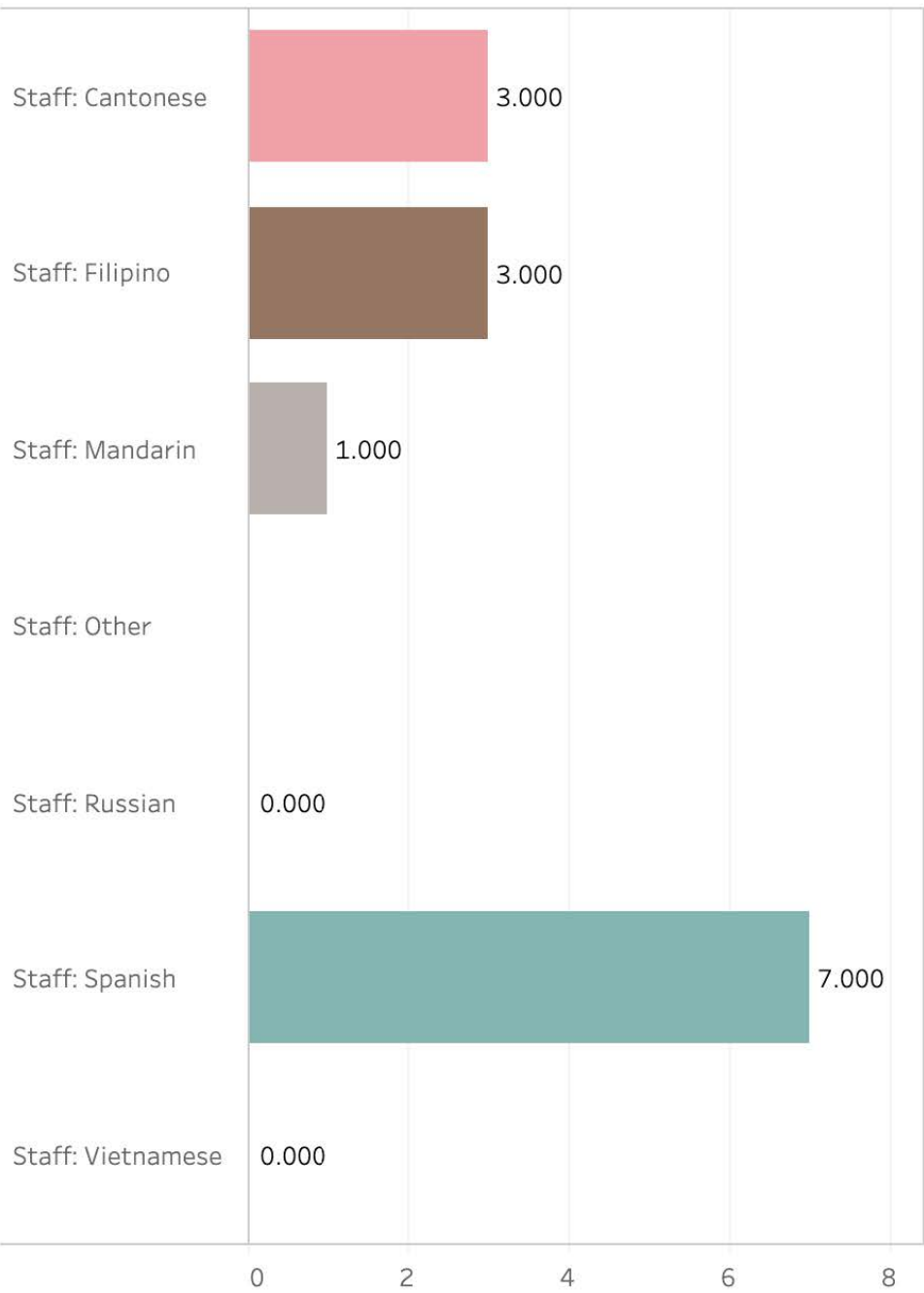
### In-Person Interpretations



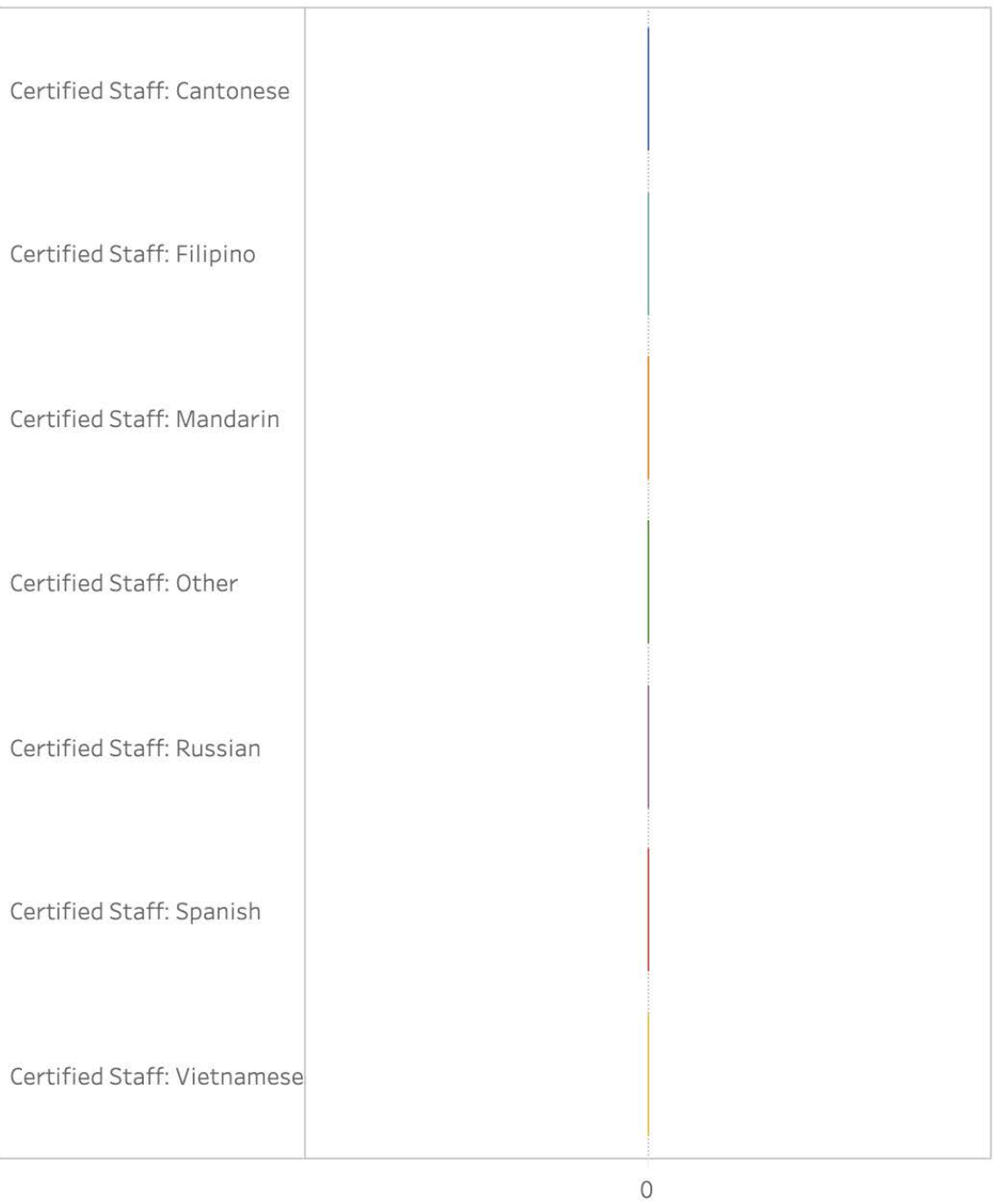
Department

Children, Youth and Their Families (Department of) ▼

### All Multilingual Staff



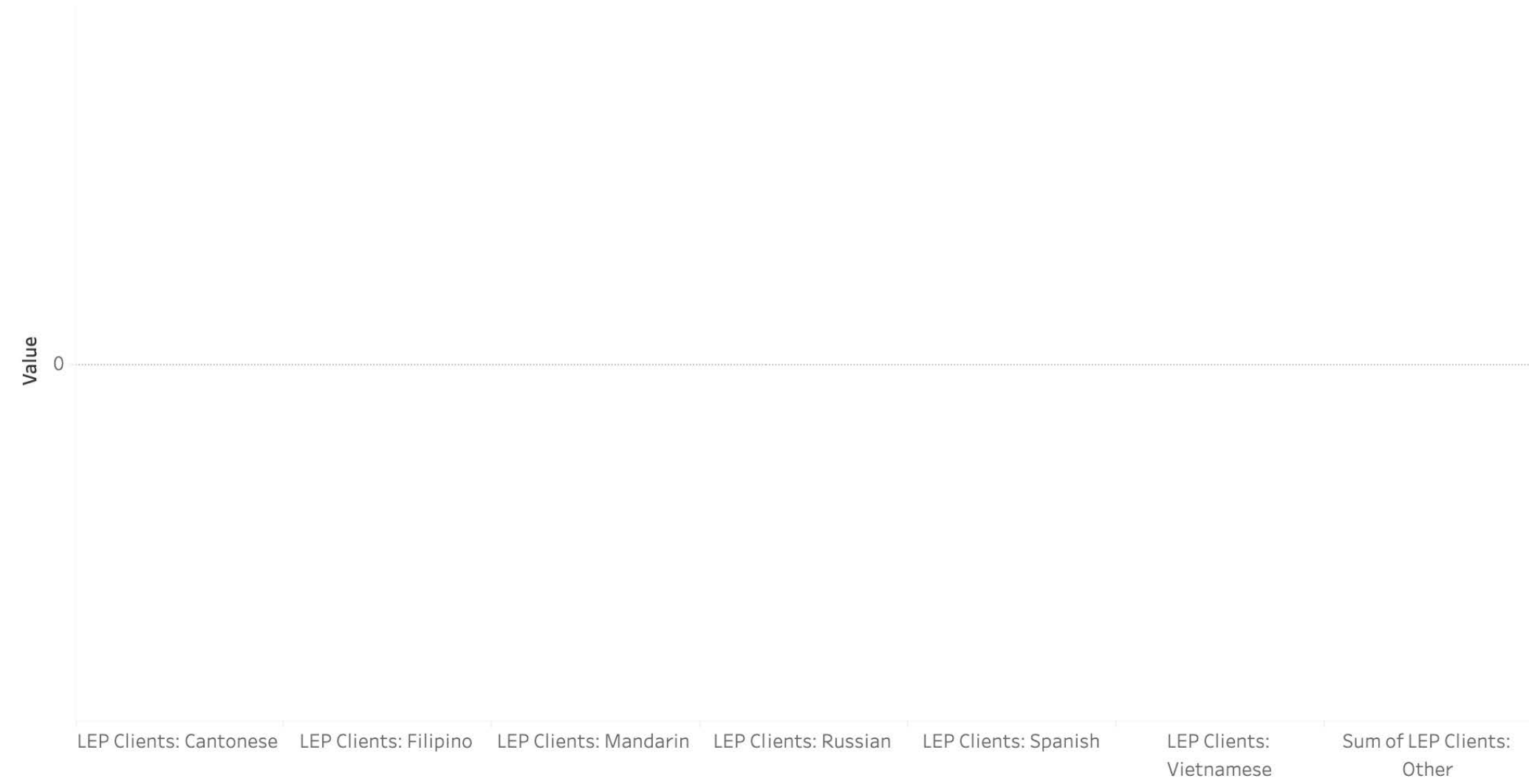
### Certified Multilingual Staff



Department

City Hall Events ▼

### LEP Clients Served



Department

City Hall Events

Translations

Translations: Chinese	0
Translations: Filipino	0
Translations: Russian	0
Translations: Spanish	0
Translations: Vietnamese	0

Telephonic Interpretations

Phone Interpretations: Cantonese	0
Phone Interpretations: Filipino	0
Phone Interpretations: Mandarin	0
Phone Interpretations: Other	0
Phone Interpretations: Russian	0
Phone Interpretations: Spanish	0
Phone Interpretations: Vietnamese	0

In-Person Interpretations

In-Person Interpretations: Cantonese	0
In-Person Interpretations: Filipino	0
In-Person Interpretations: Mandarin	0
In-Person Interpretations: Other	0
In-Person Interpretations: Russian	0
In-Person Interpretations: Spanish	0
In-Person Interpretations: Vietnamese	0

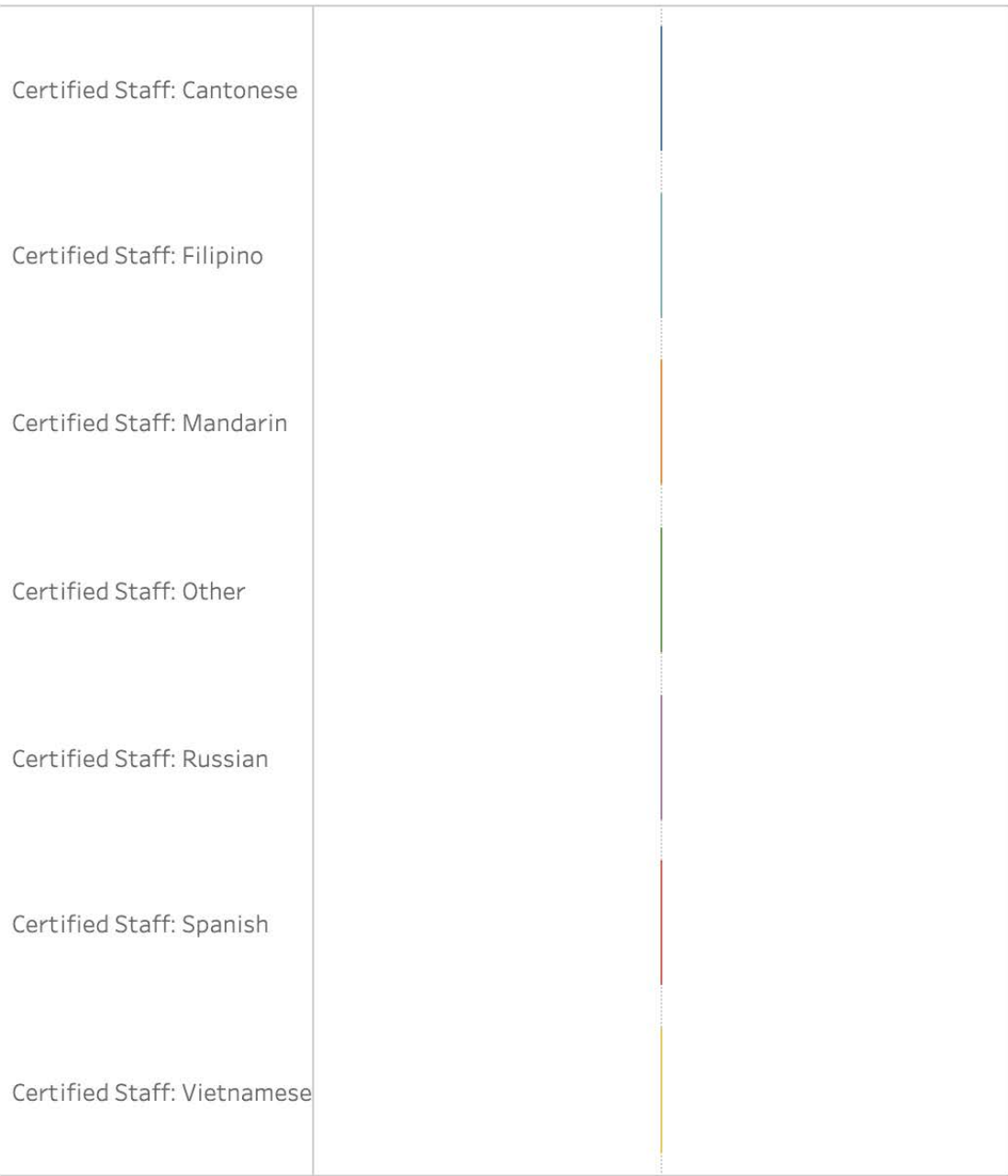
Department

City Hall Events

### All Multilingual Staff



### Certified Multilingual Staff



0

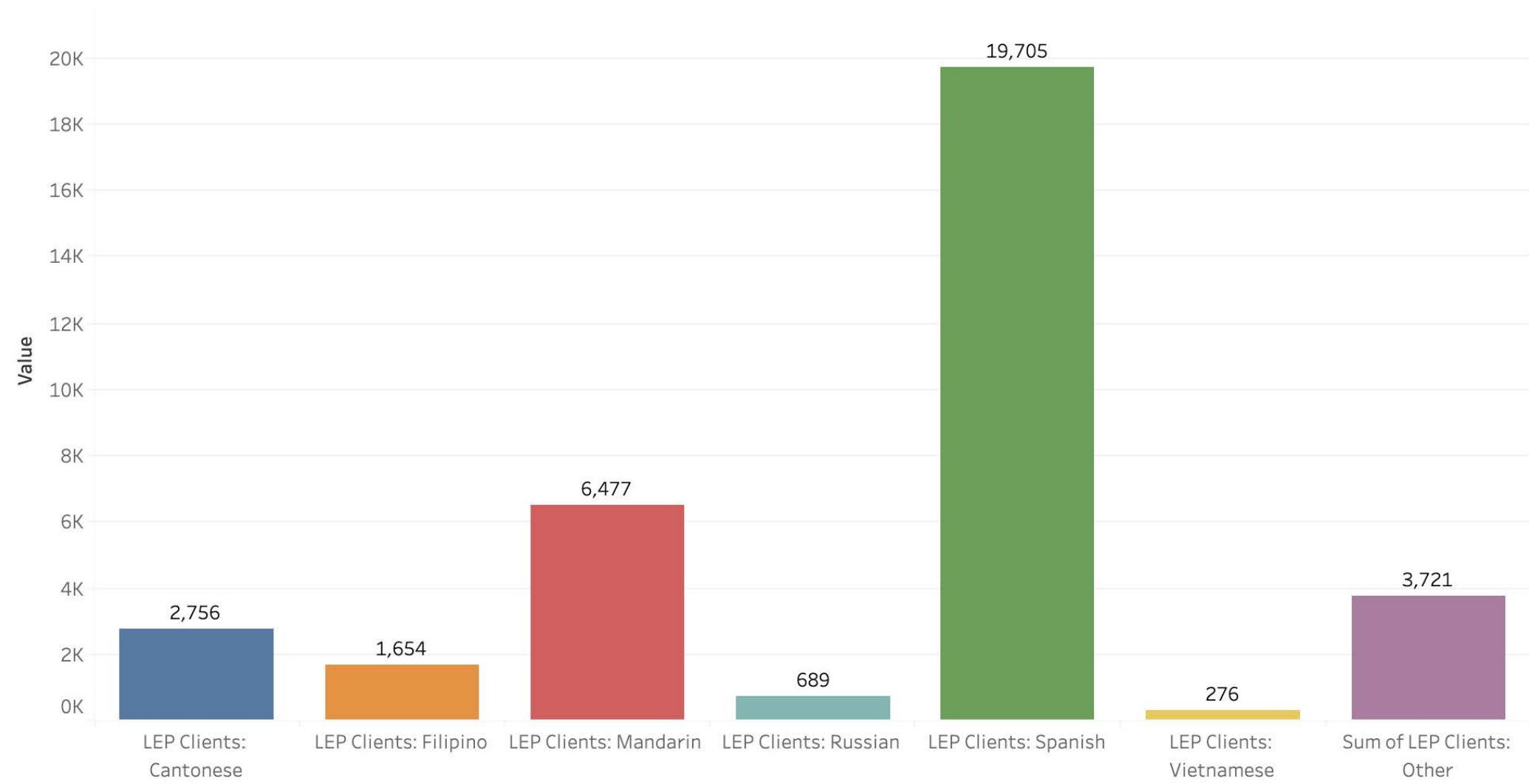
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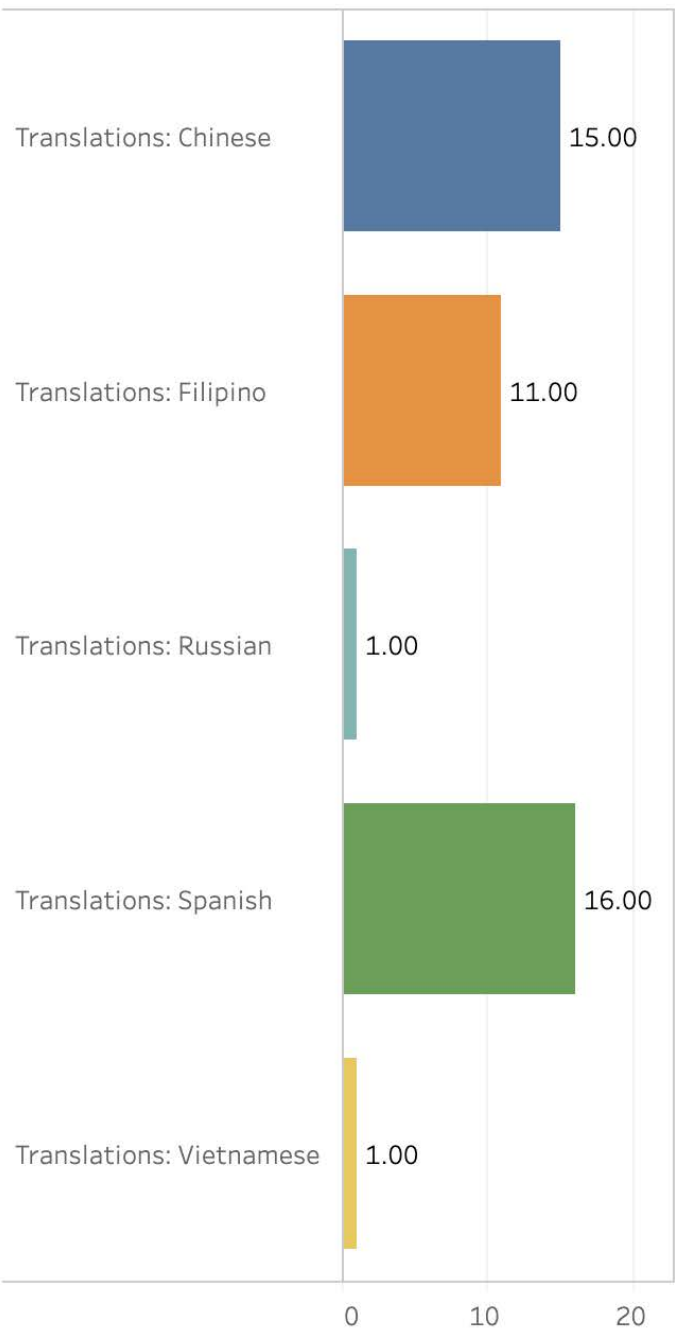
Department

County Clerk

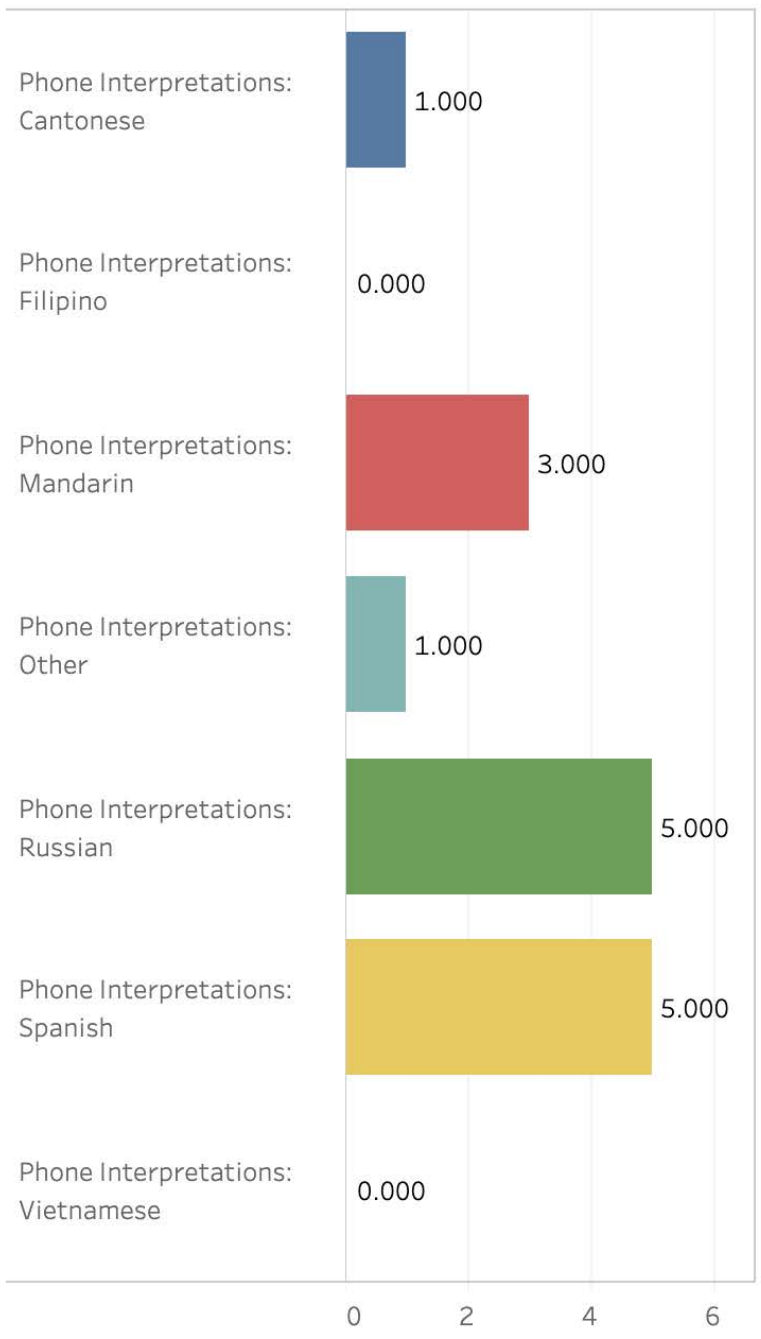
### LEP Clients Served



### Translations



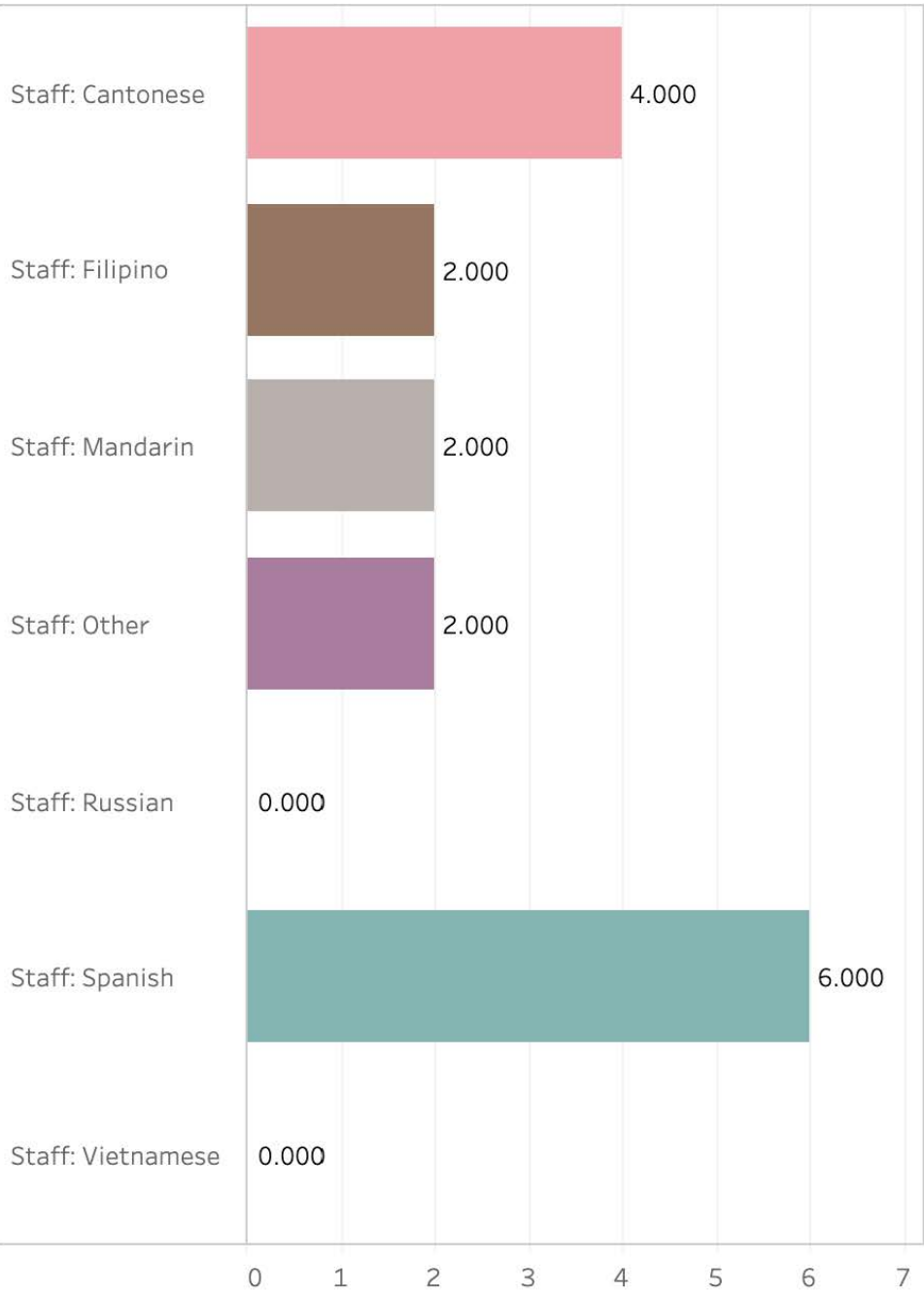
### Telephonic Interpretations



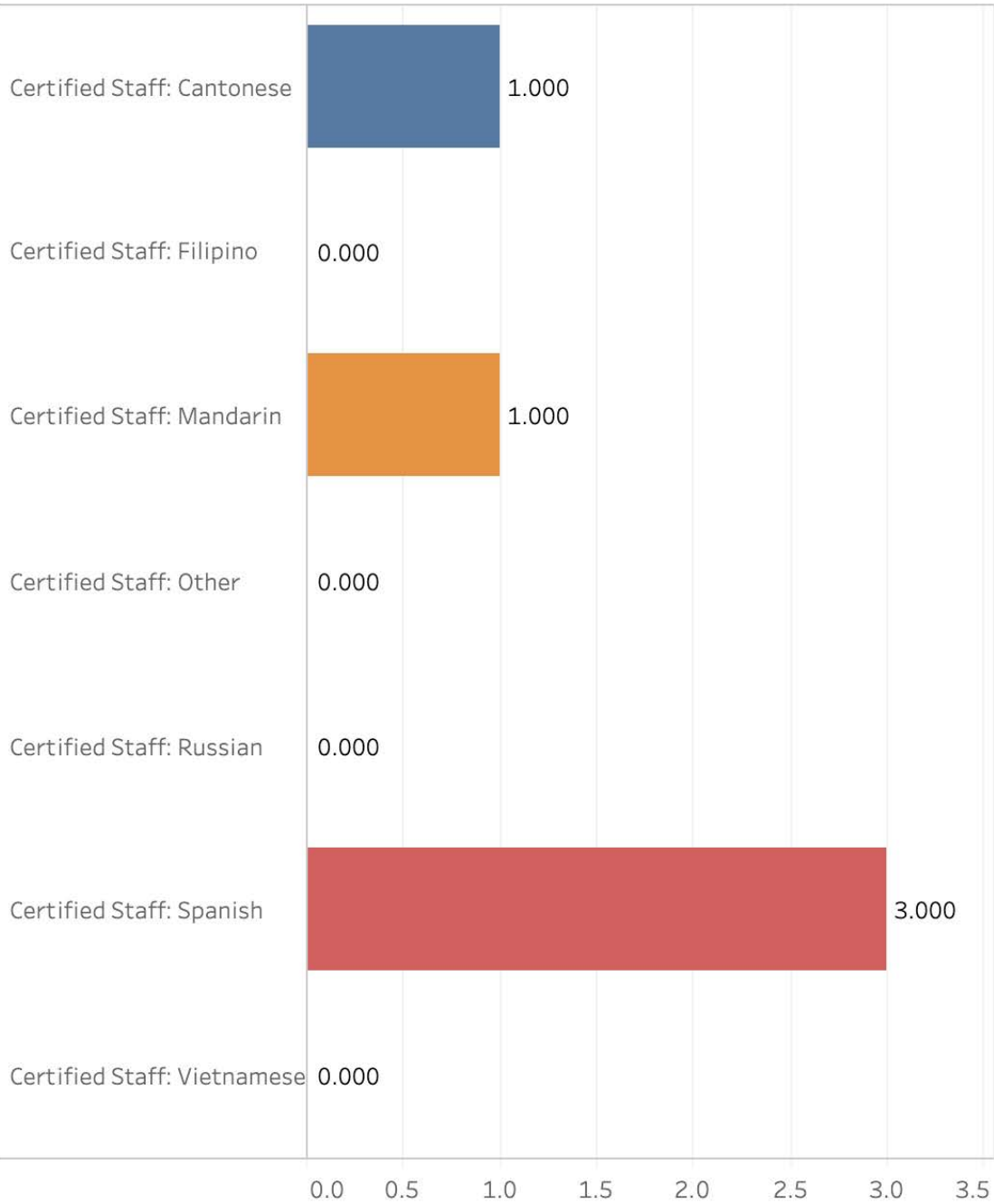
### In-Person Interpretations



### All Multilingual Staff



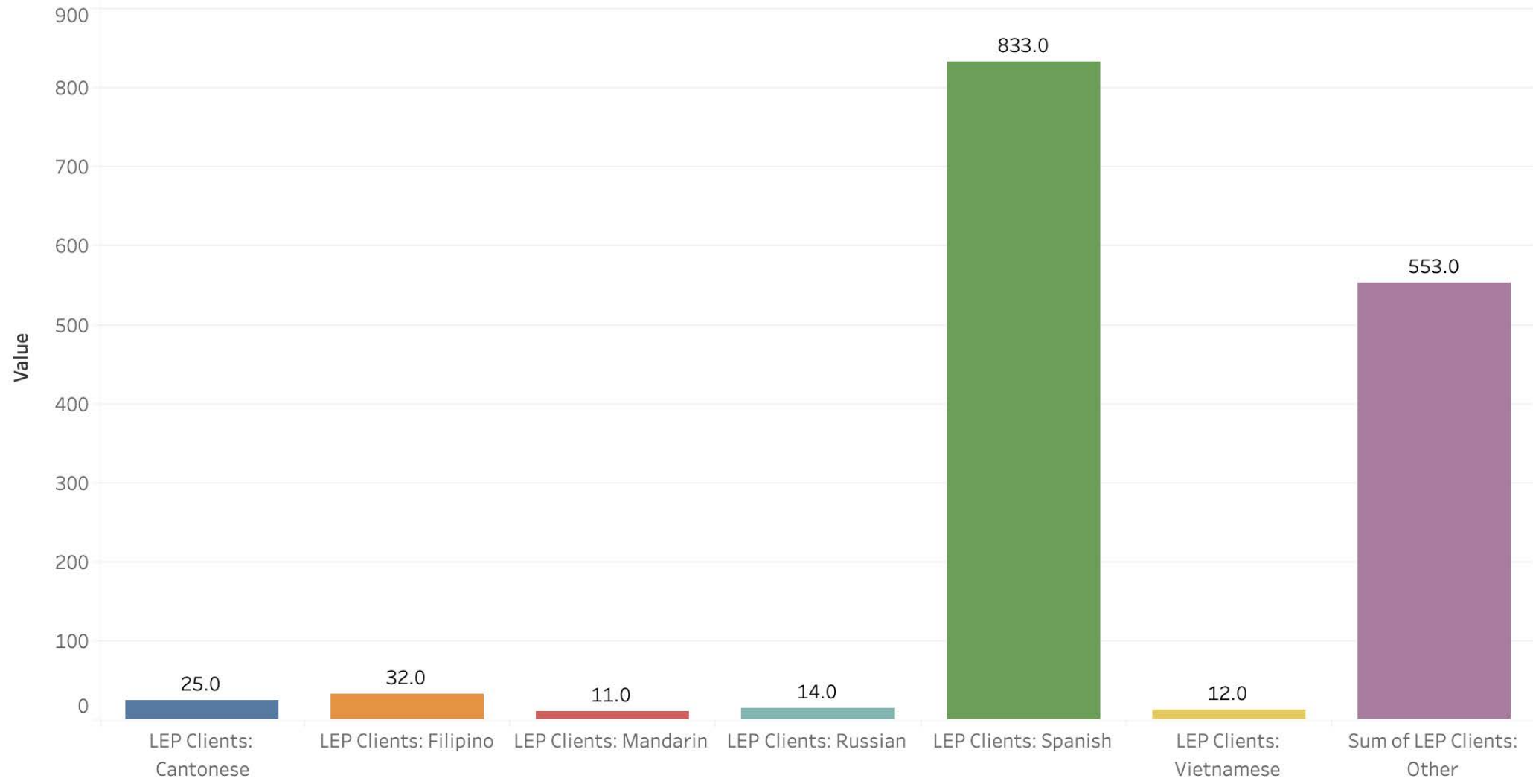
### Certified Multilingual Staff



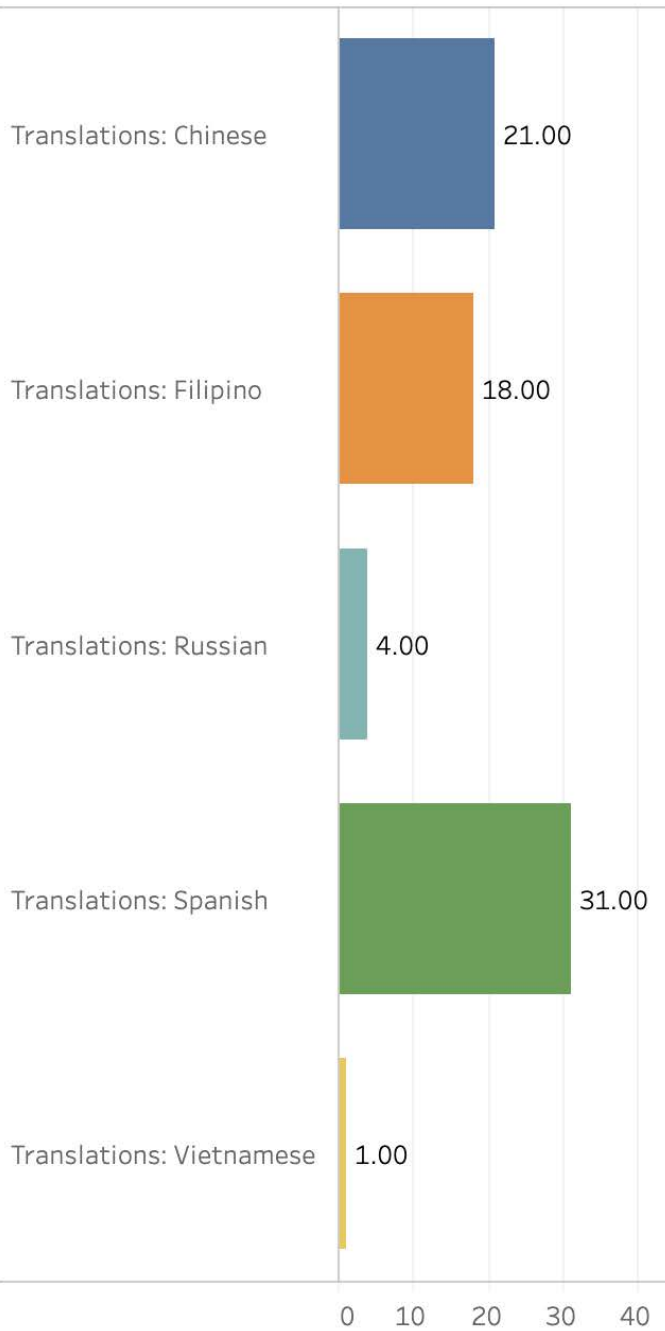
Department

Department of Homelessness and Supportive Housing

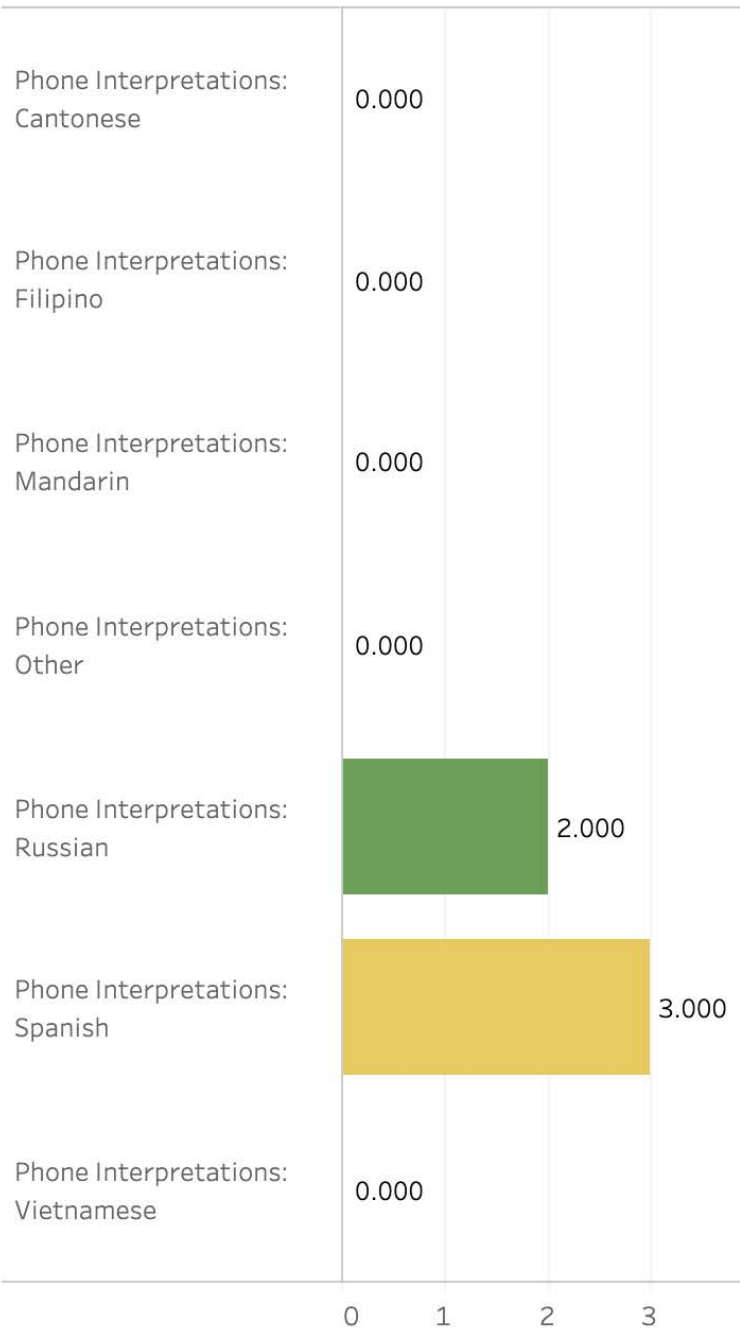
LEP Clients Served



### Translations



### Telephonic Interpretations



### In-Person Interpretations



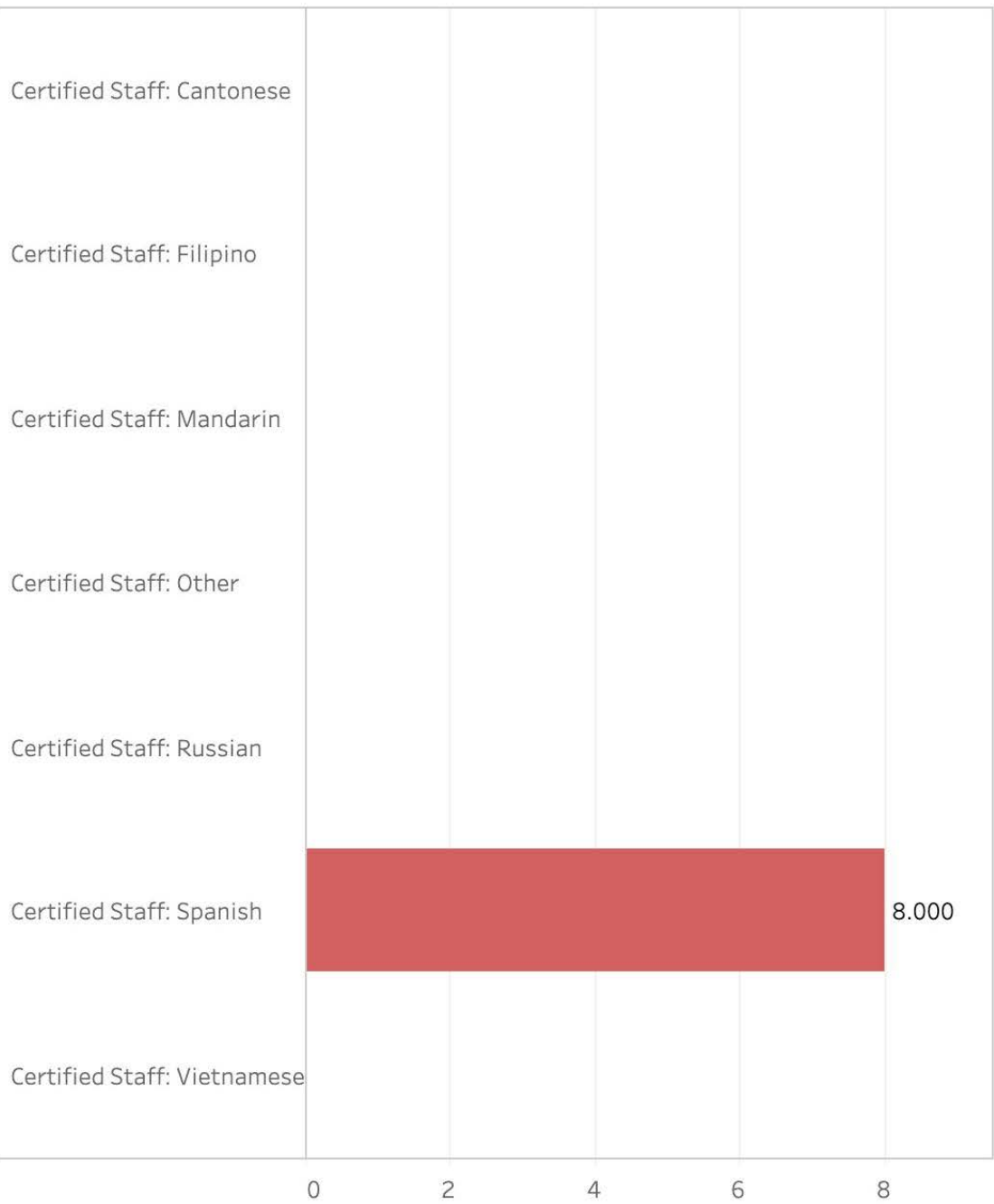
Department

Department of Homelessness and Supportive Housing

### All Multilingual Staff



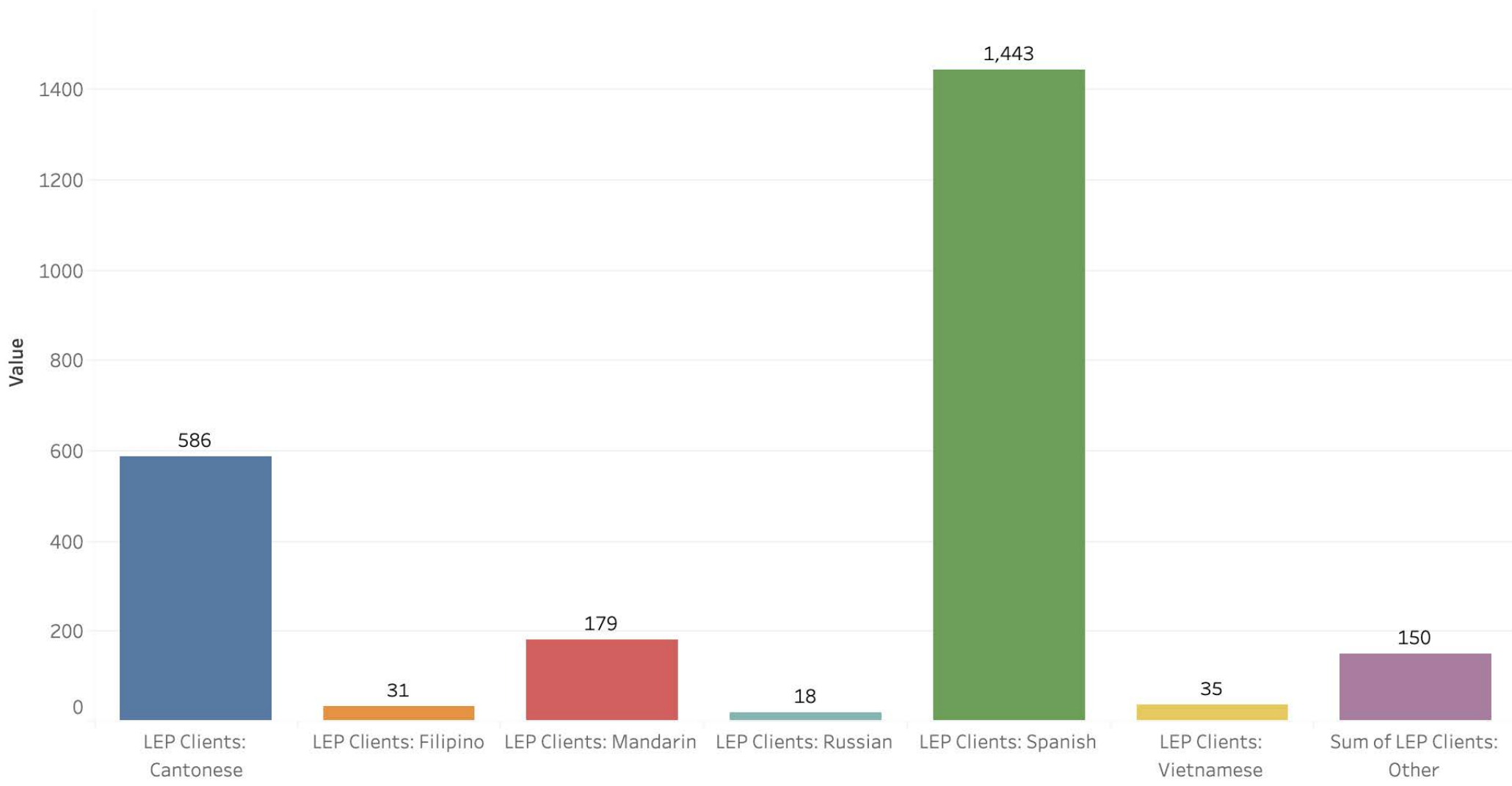
### Certified Multilingual Staff



Department

District Attorney's Office (DAT)

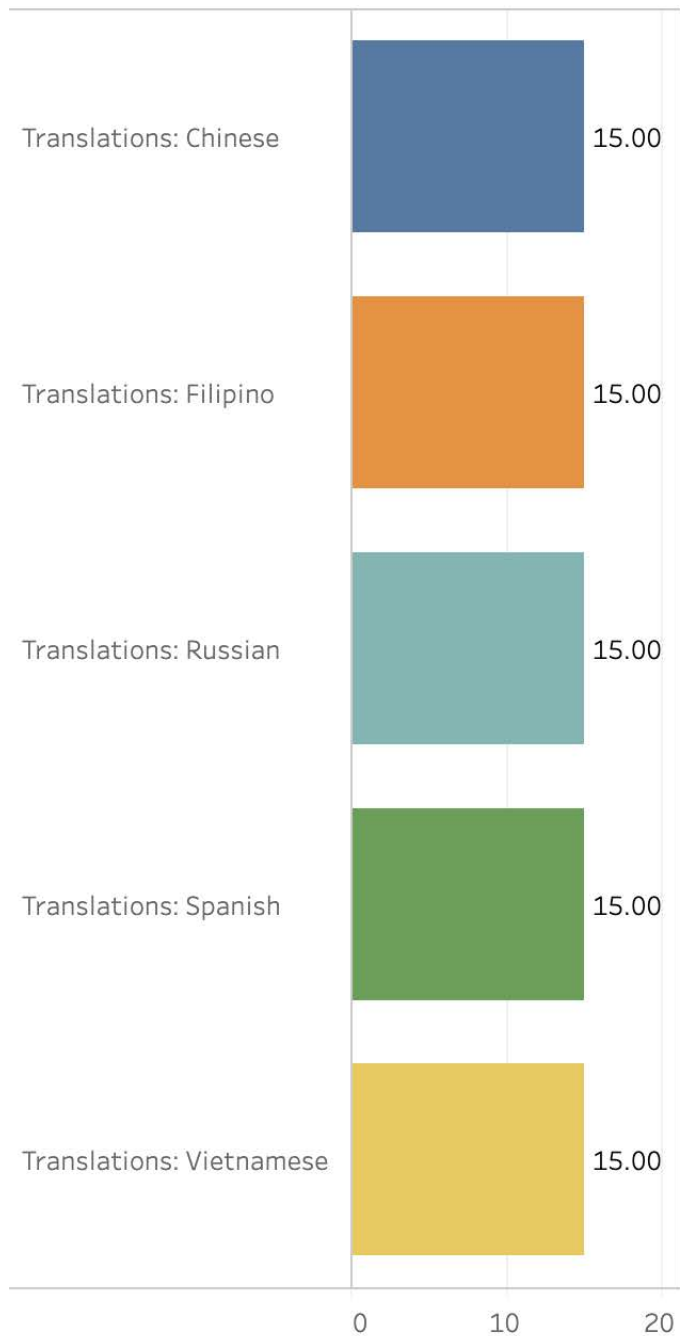
LEP Clients Served



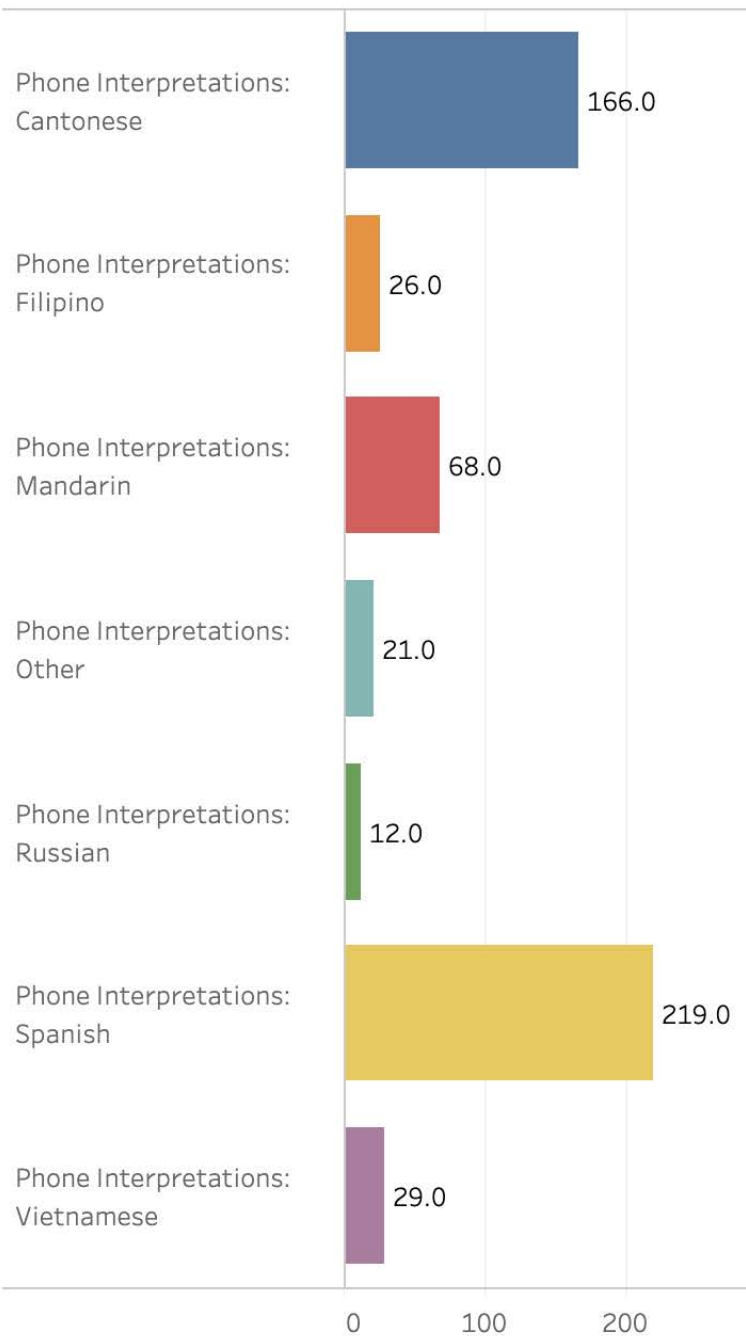
Department

District Attorney's Office (DAT)

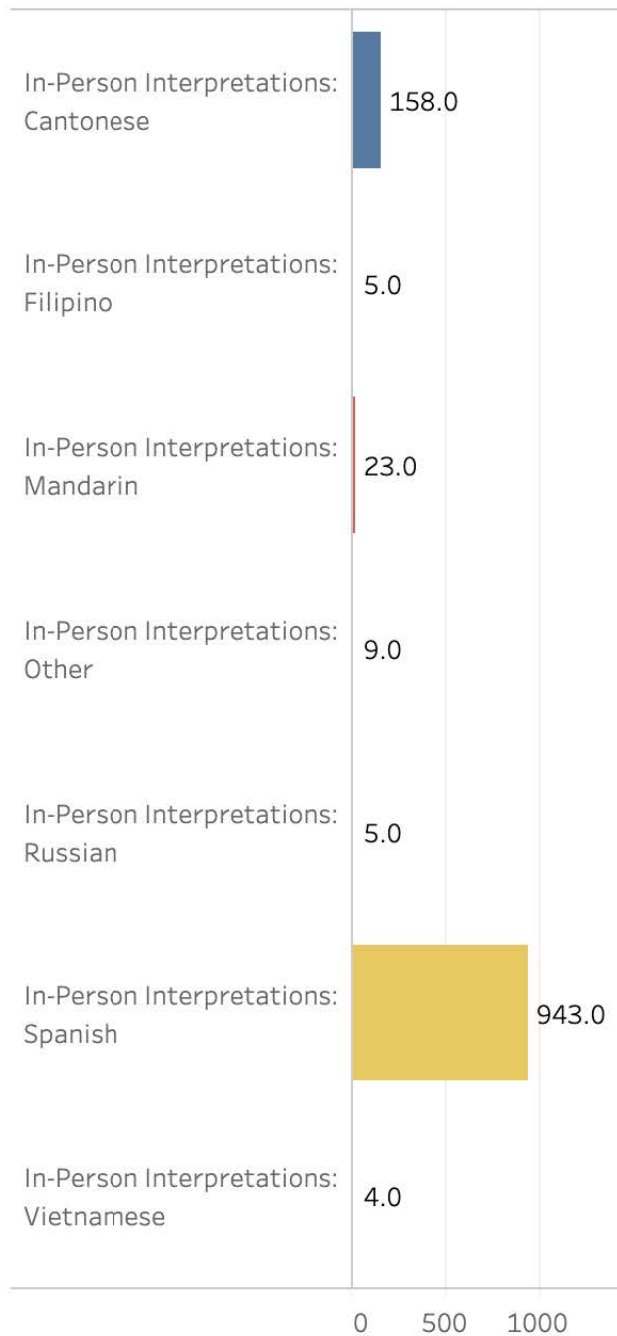
### Translations



### Telephonic Interpretations



### In-Person Interpretations

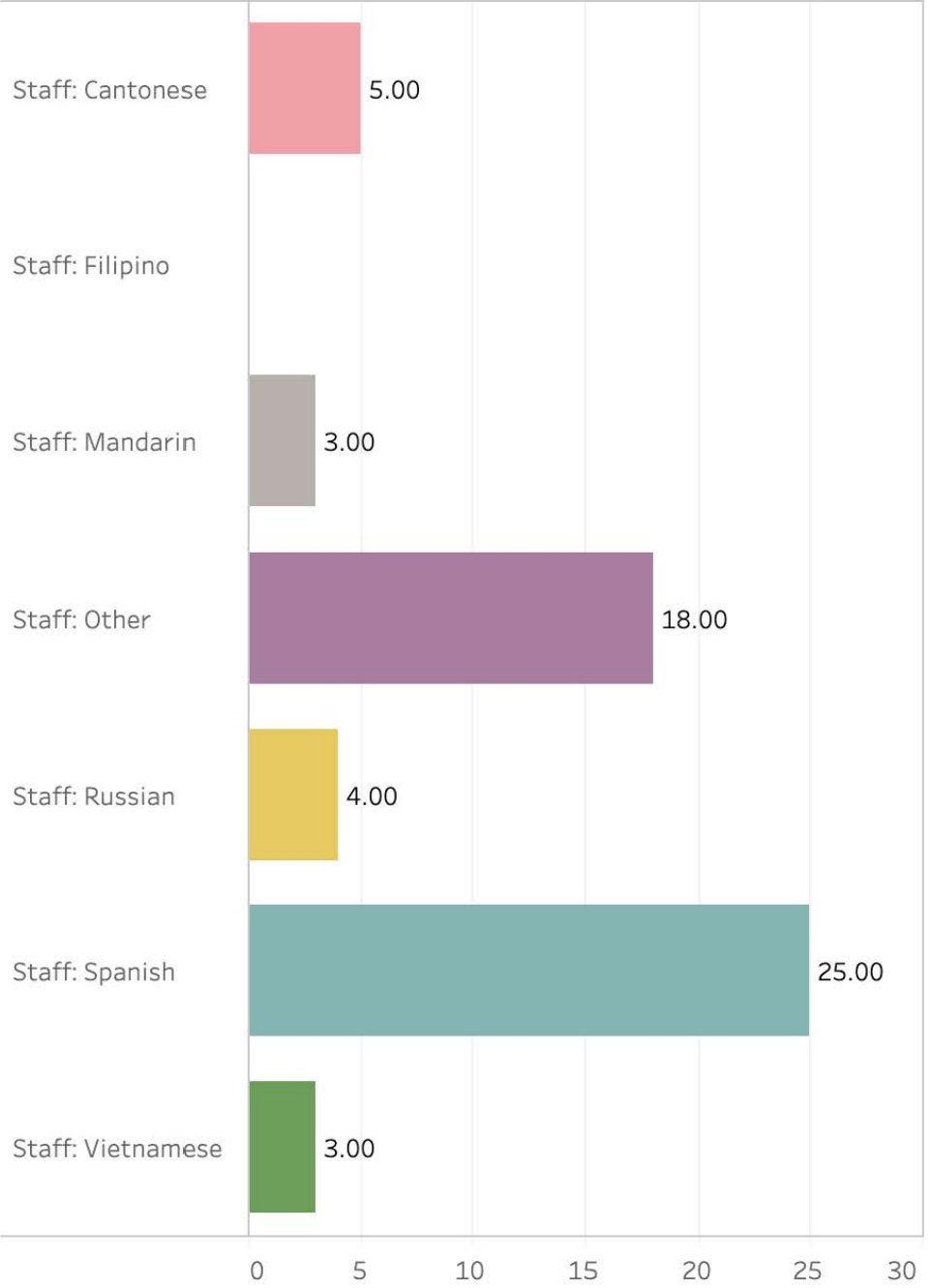




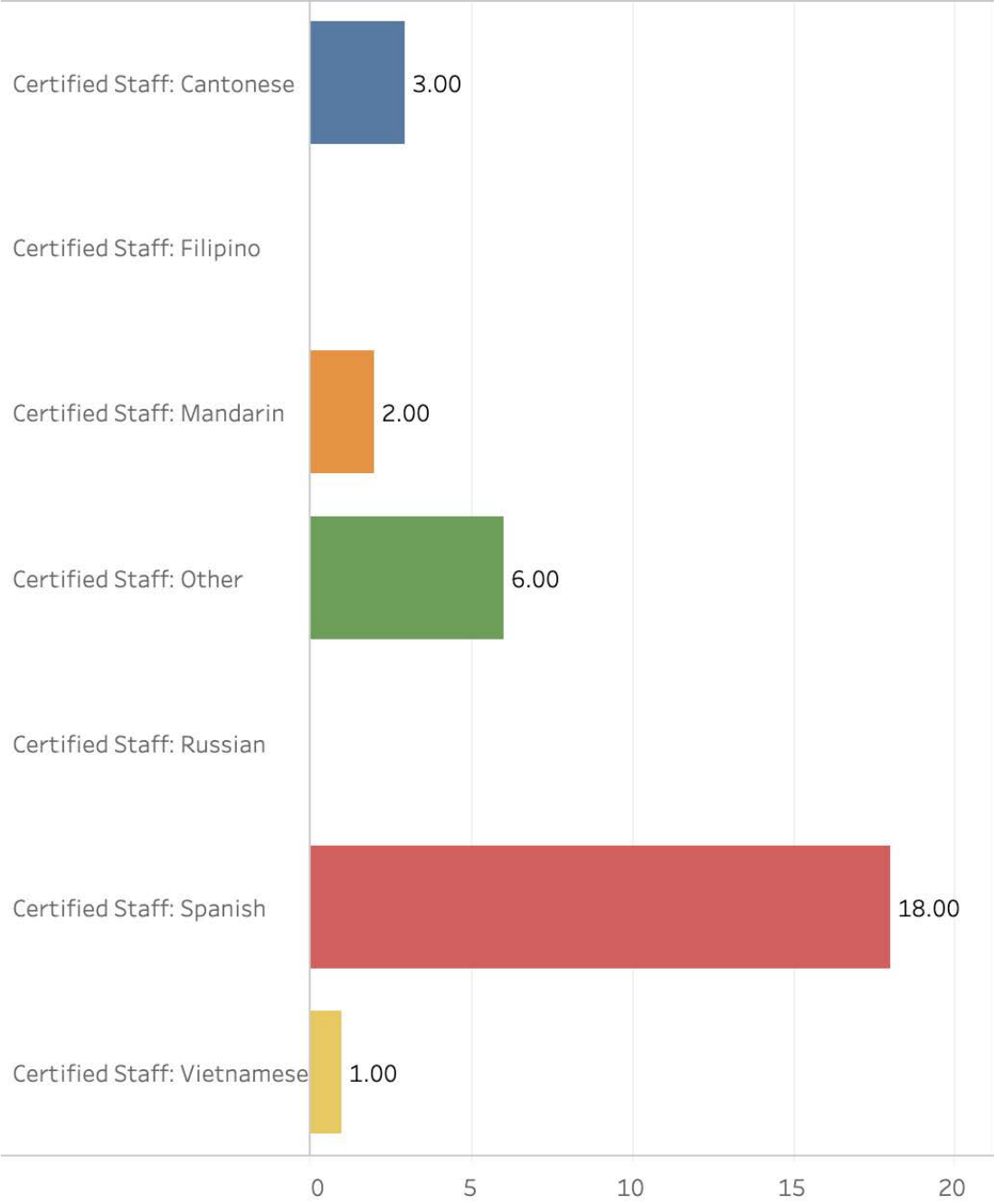
Department

District Attorney's Office (DAT)

### All Multilingual Staff



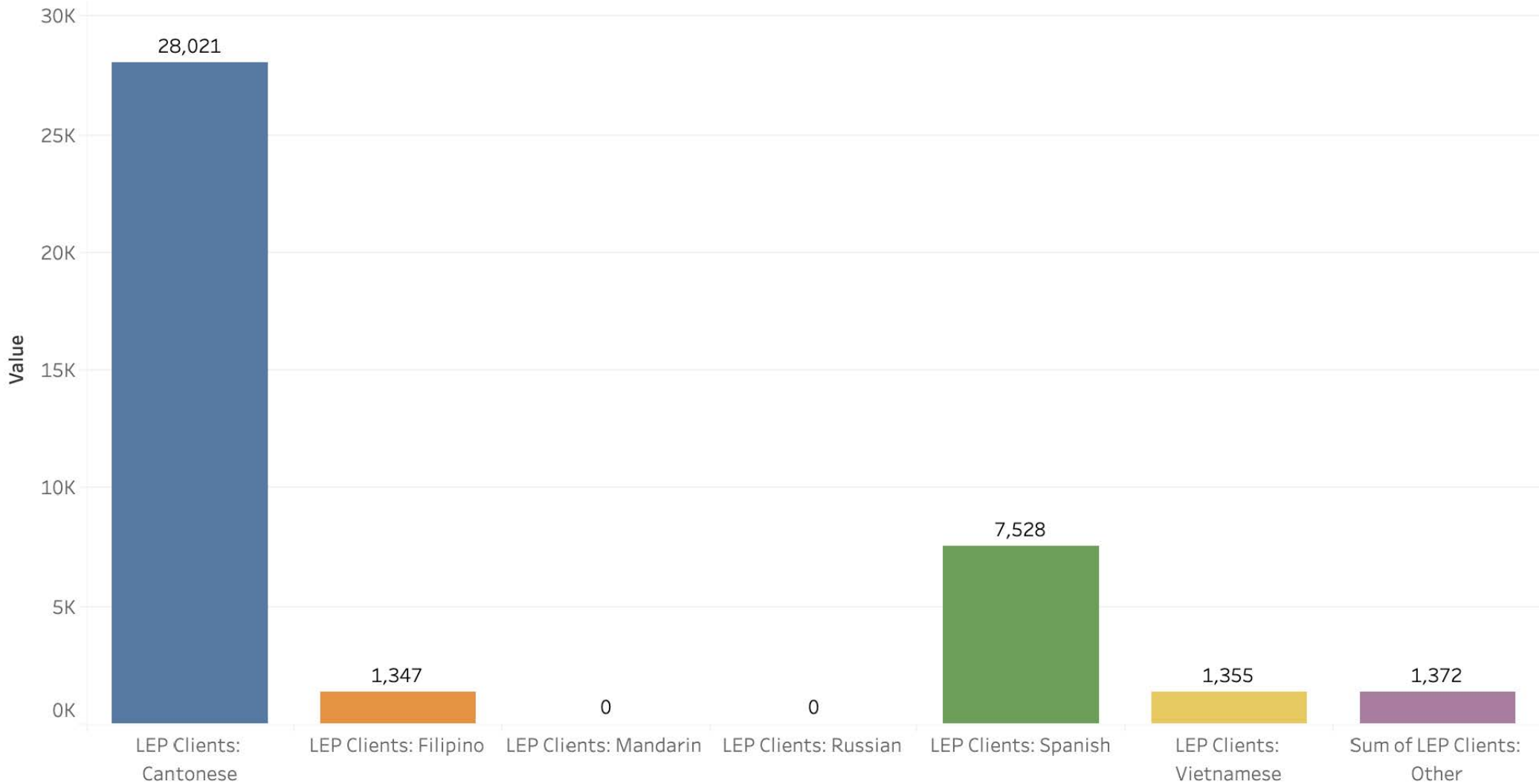
### Certified Multilingual Staff



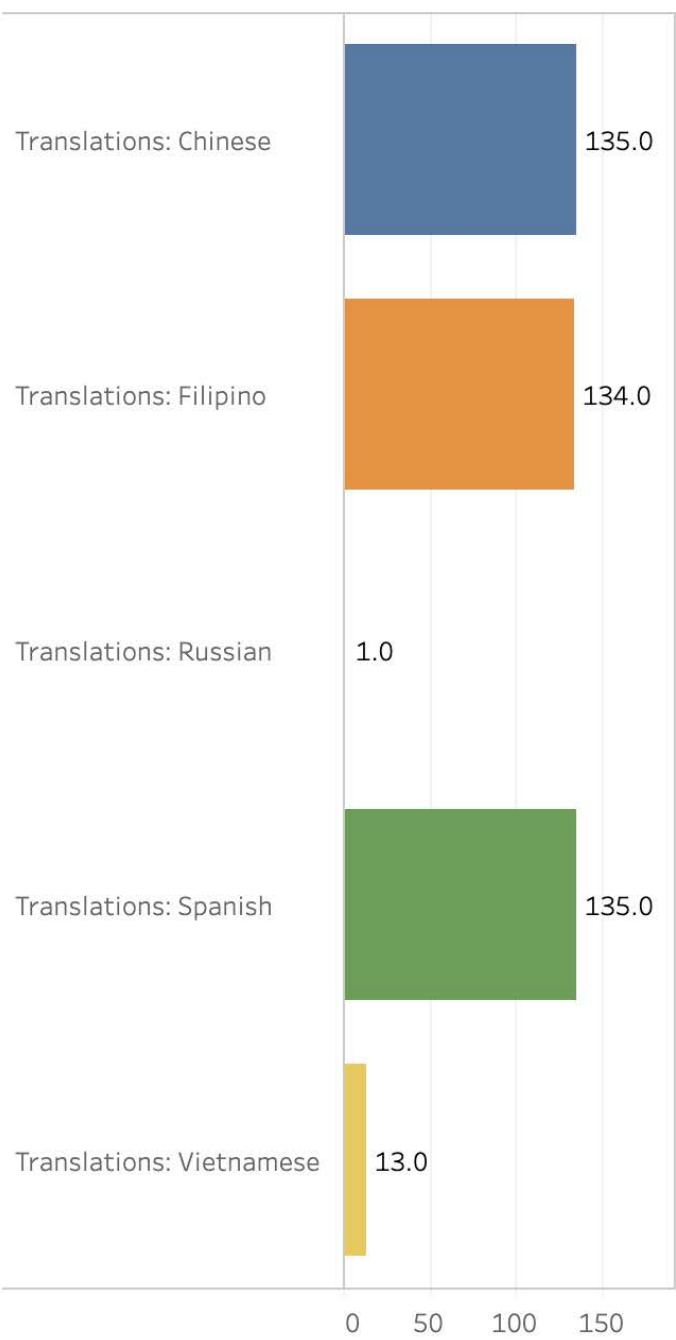
Department

Elections

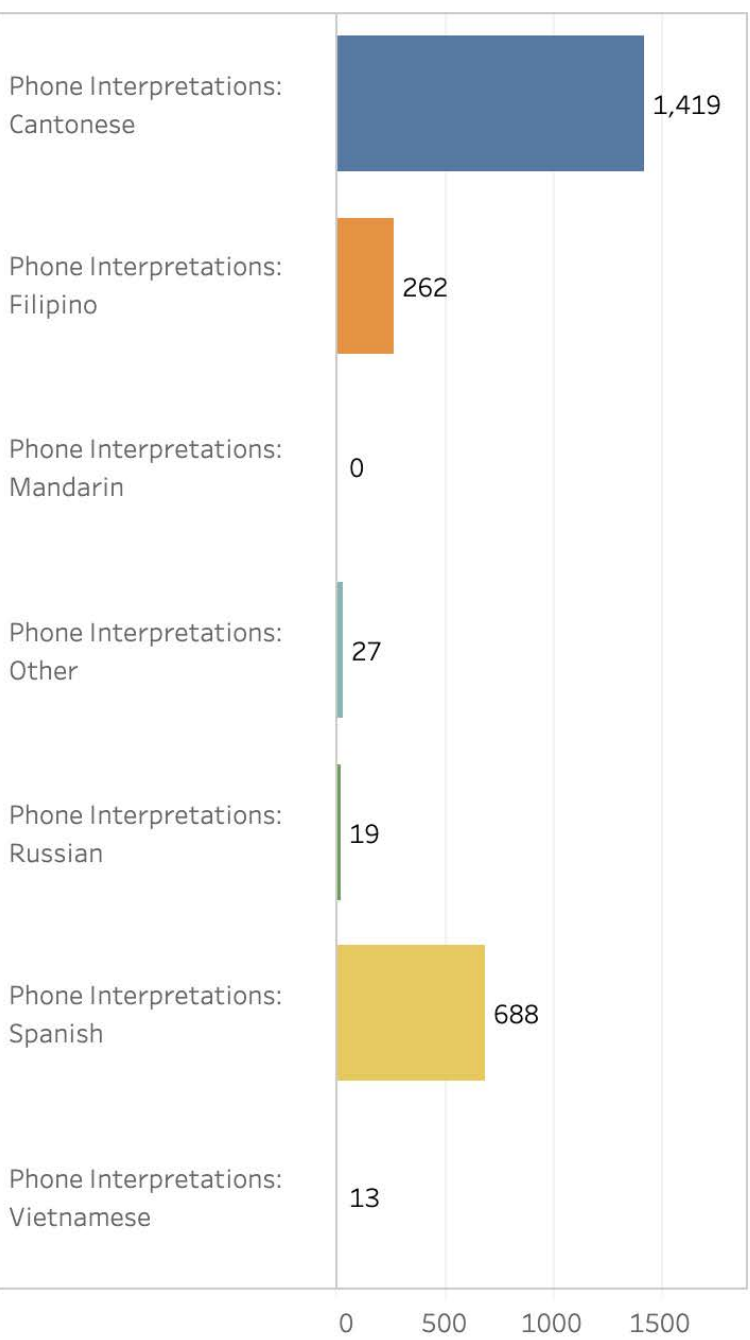
### LEP Clients Served



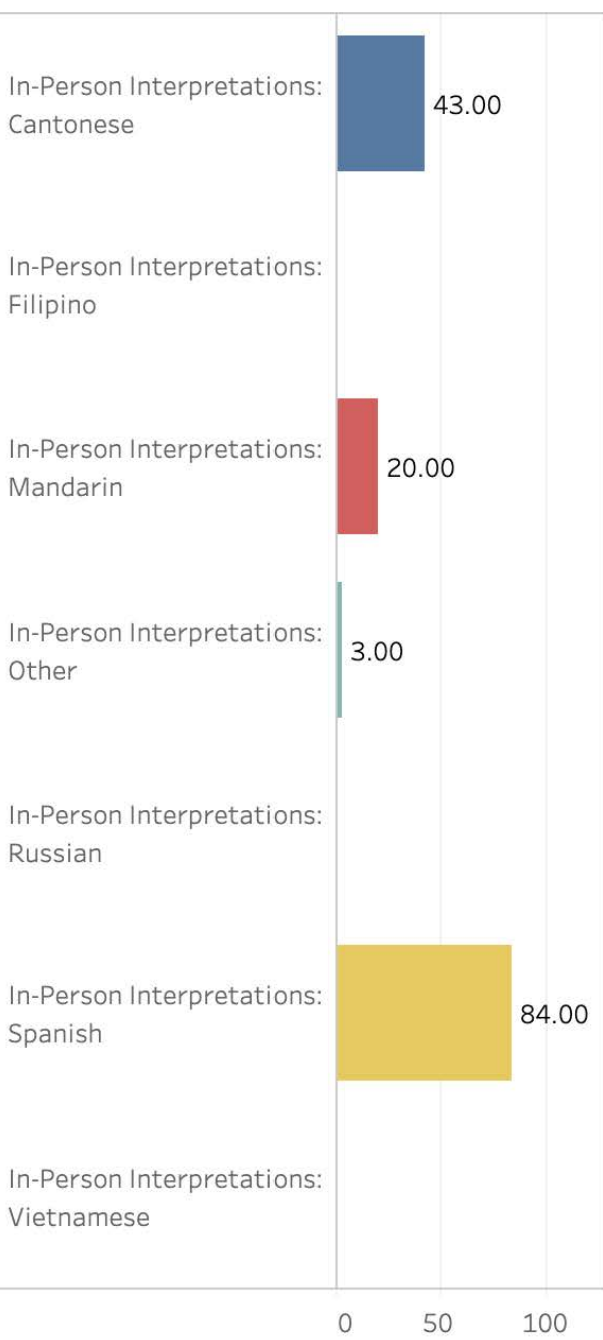
### Translations



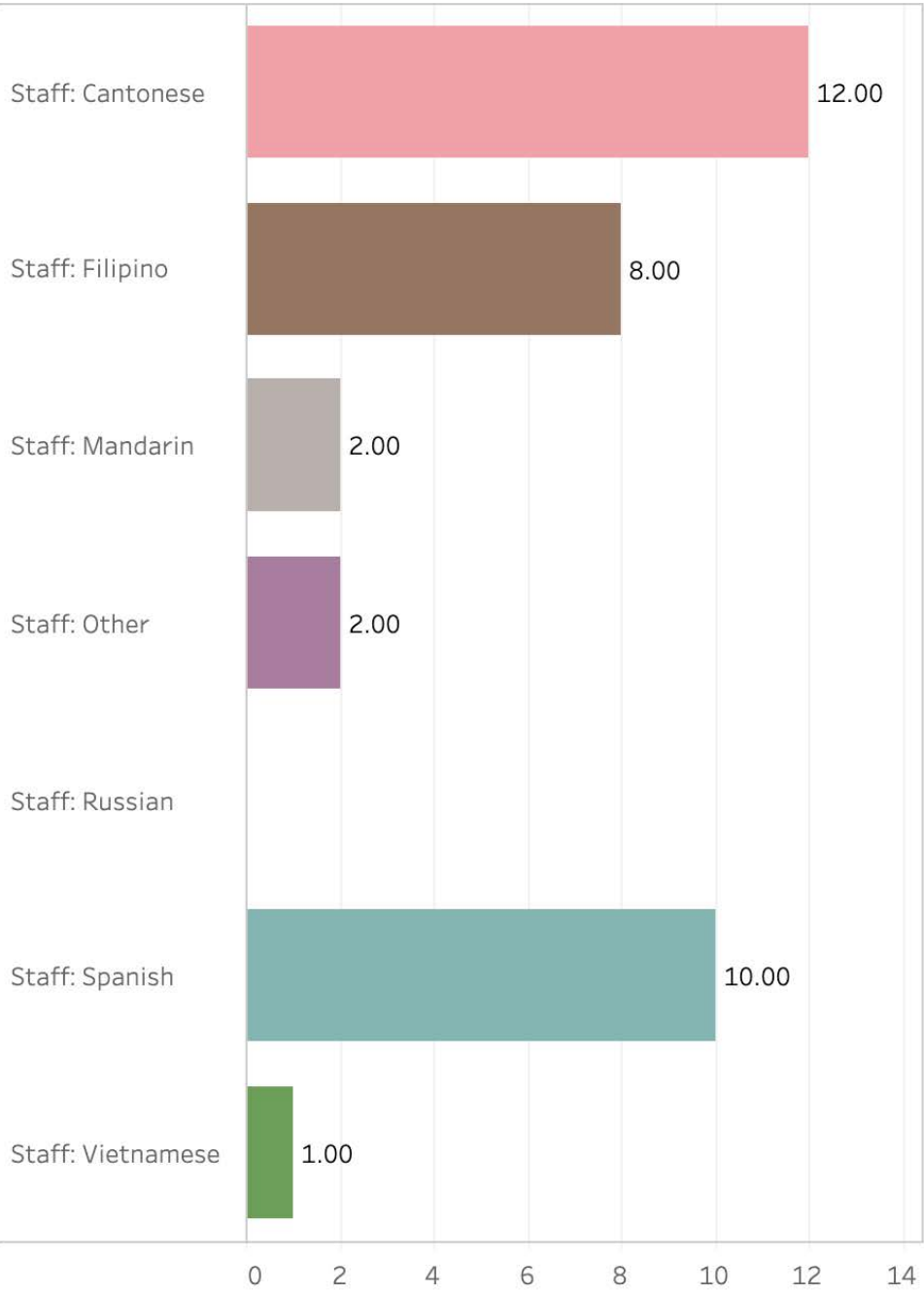
### Telephonic Interpretations



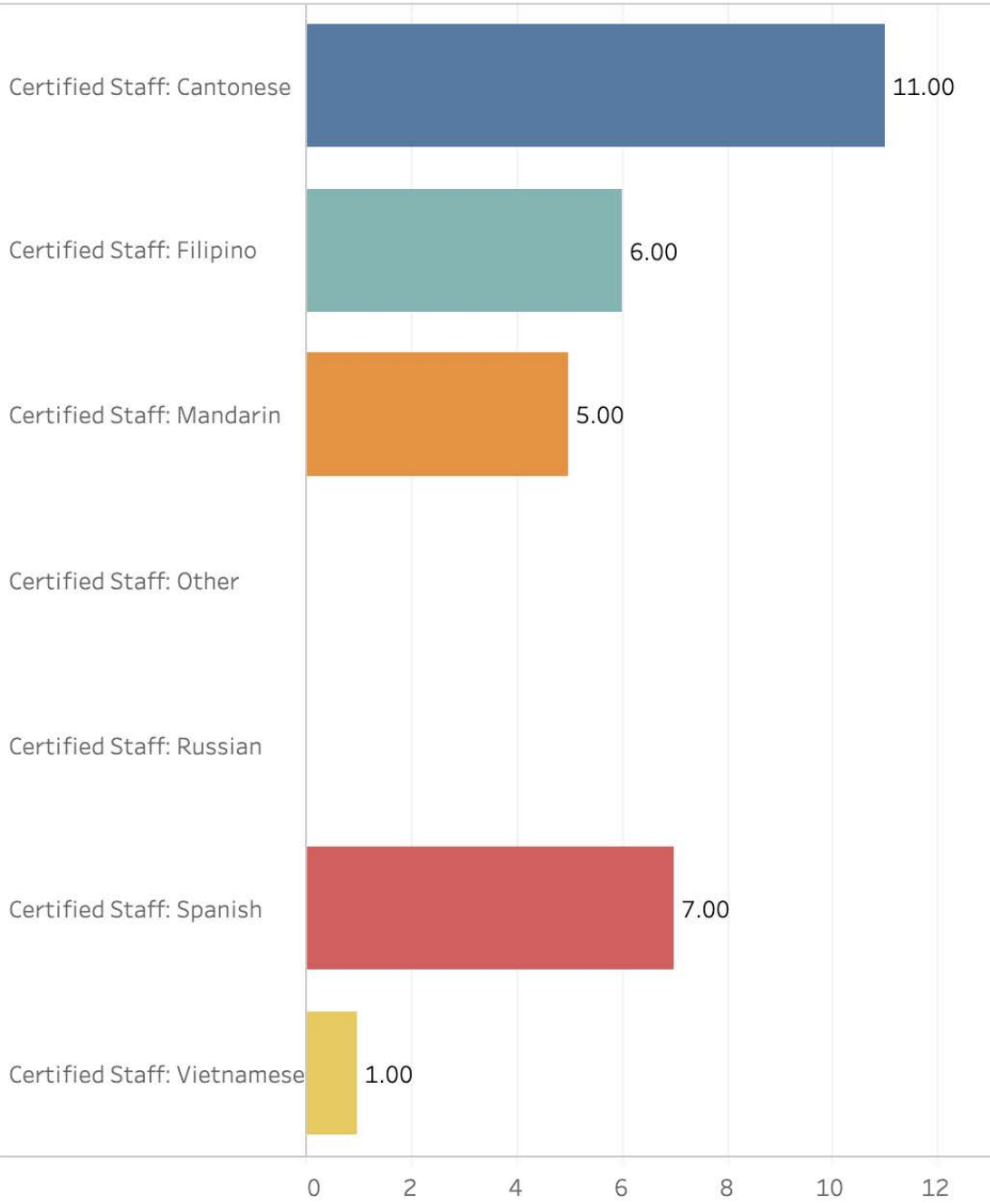
### In-Person Interpretations



### All Multilingual Staff



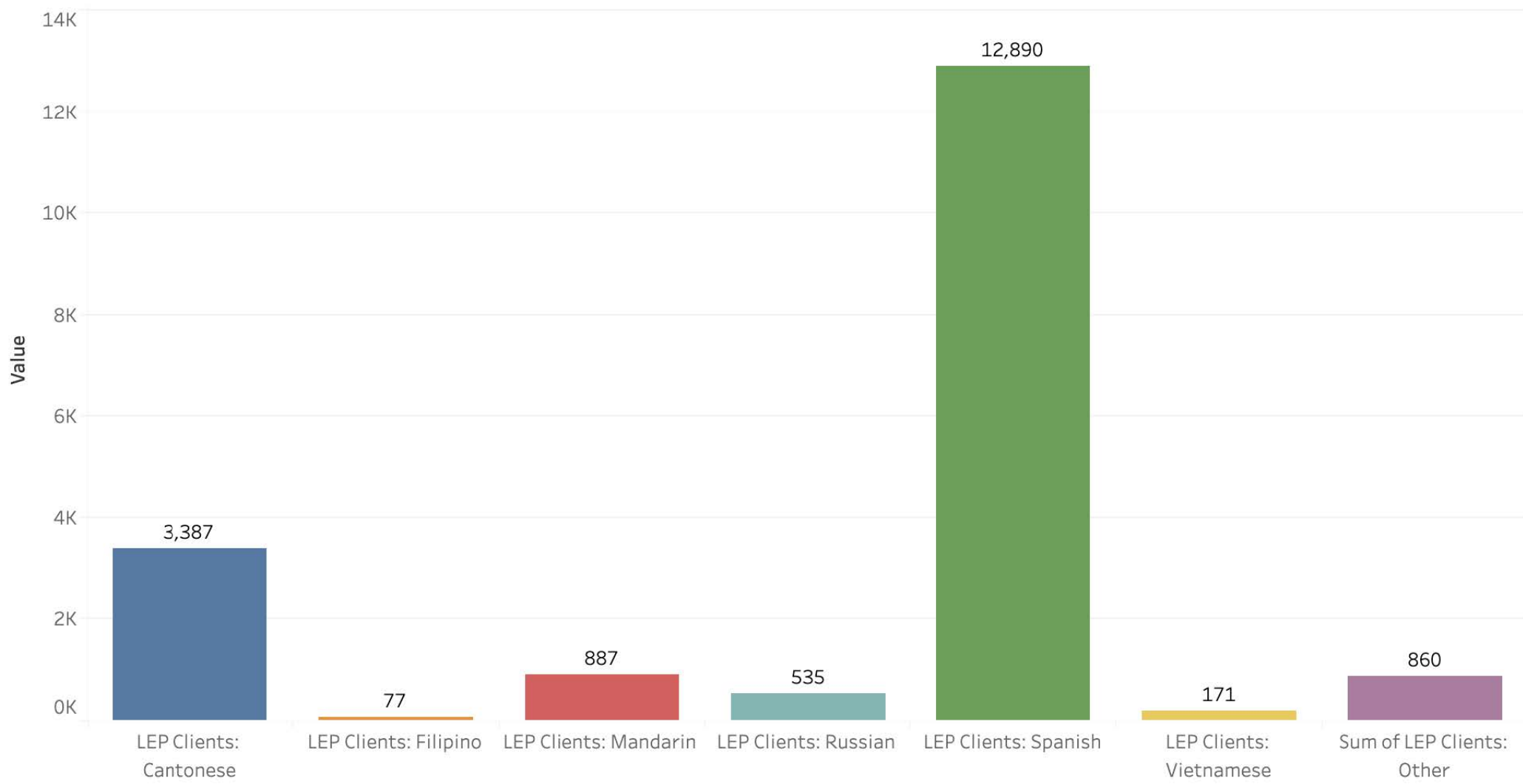
### Certified Multilingual Staff



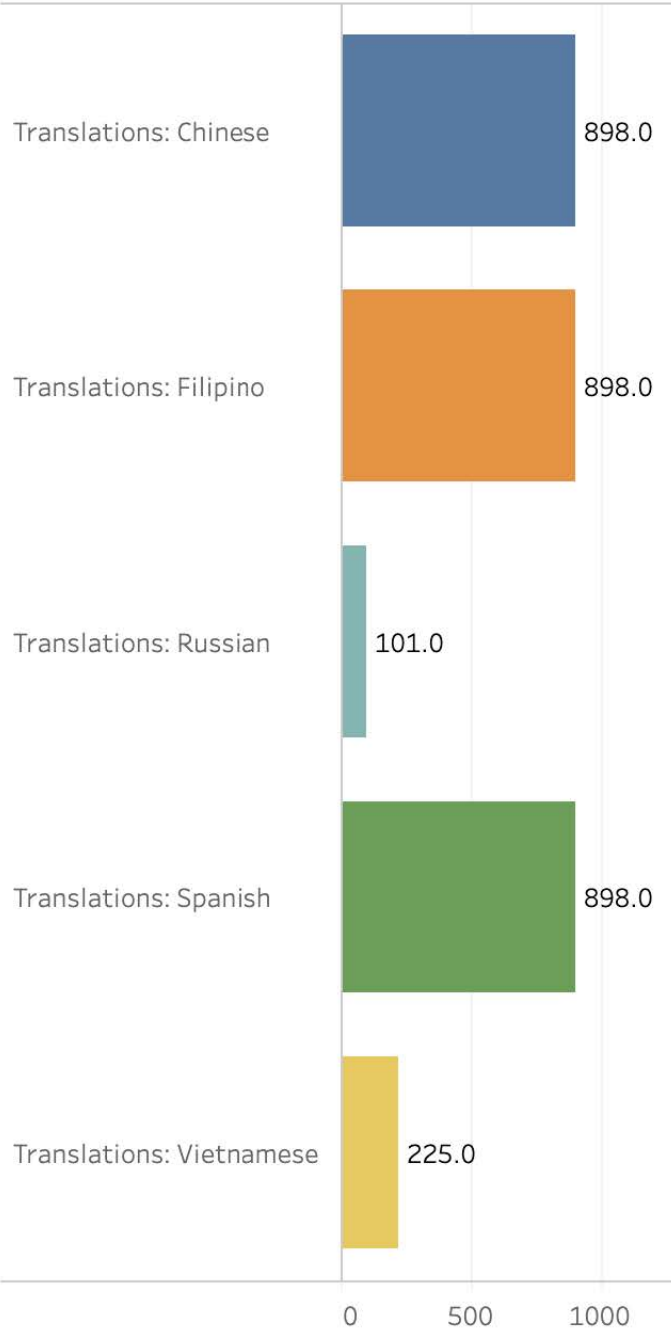
Department

Emergency Management - 911

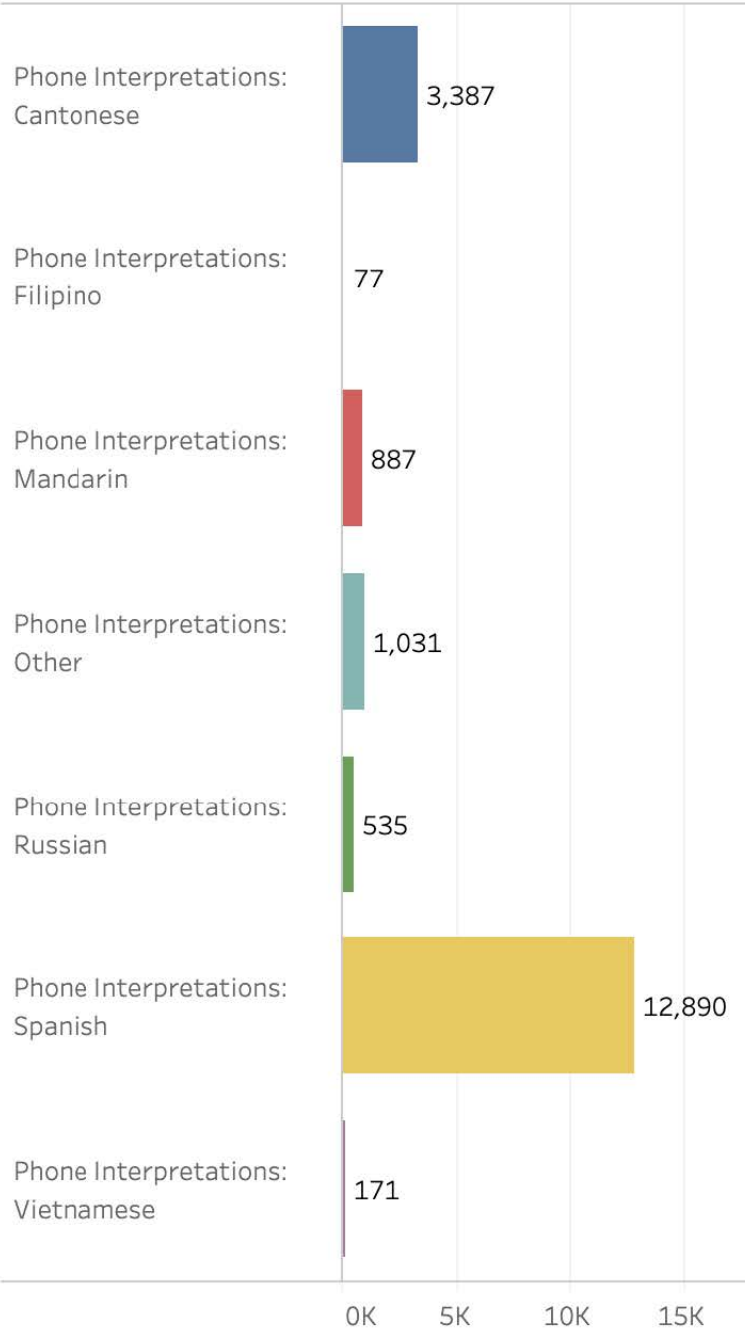
LEP Clients Served



### Translations



### Telephonic Interpretations



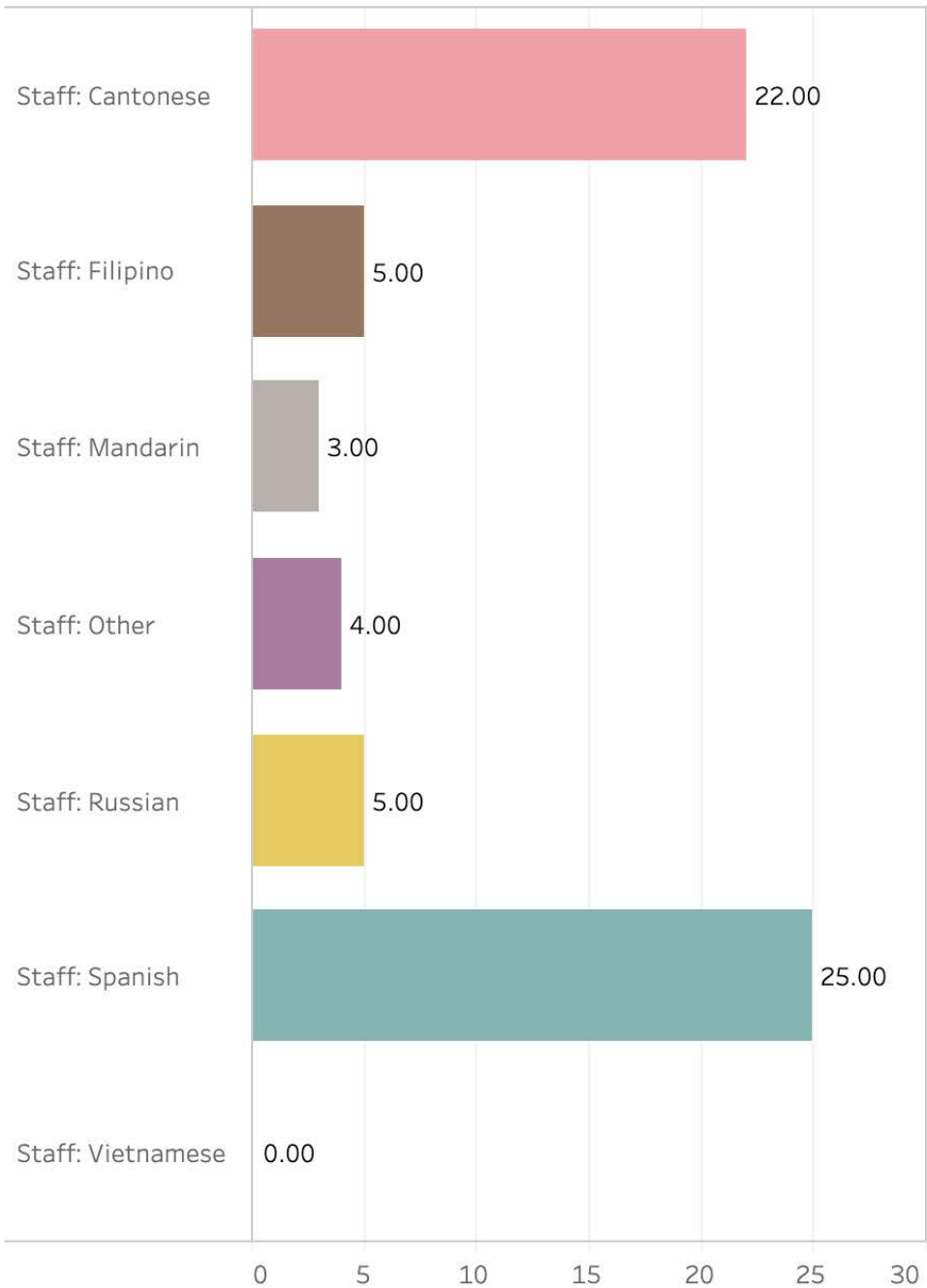
### In-Person Interpretations



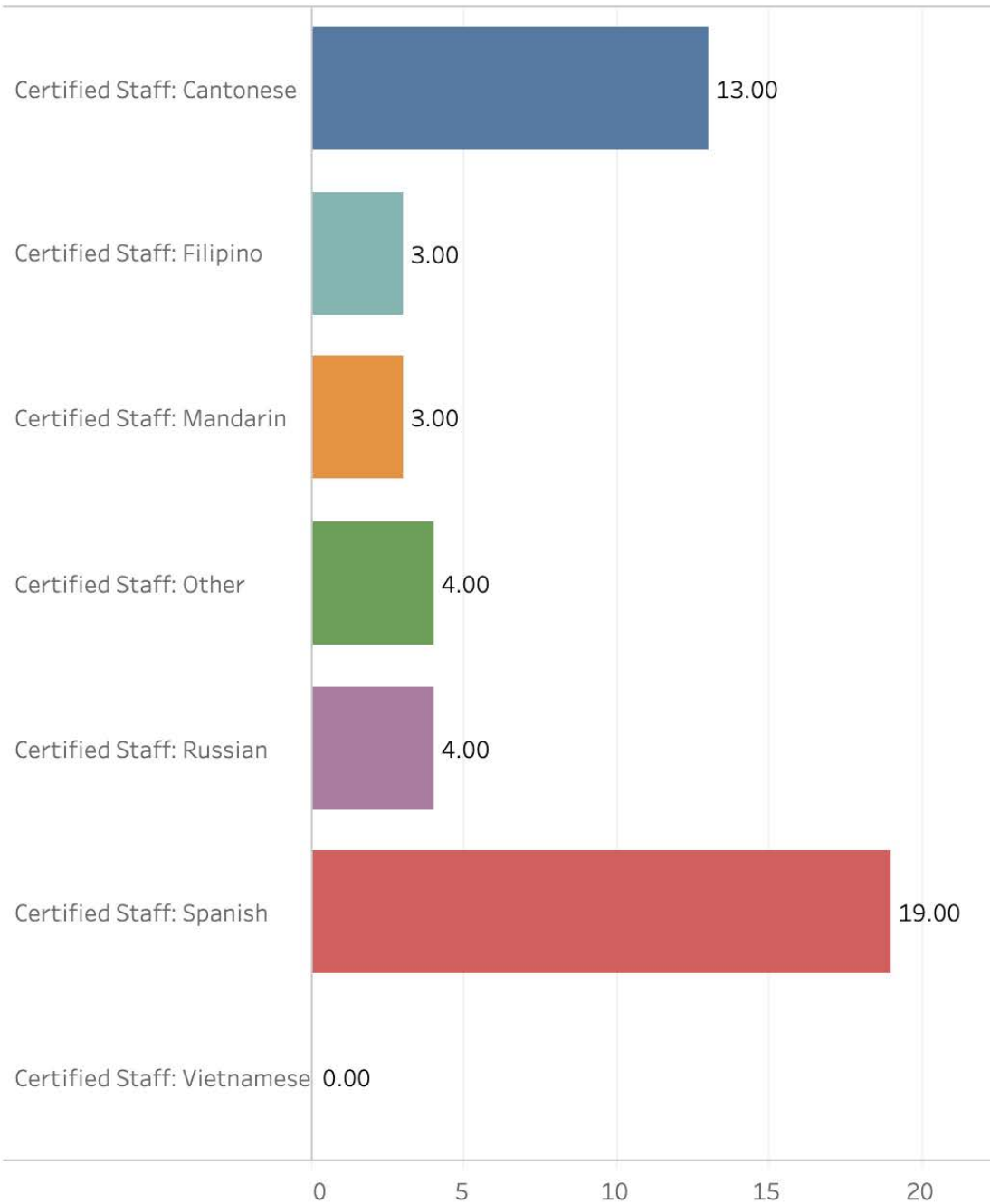
Department

Emergency Management - 911

### All Multilingual Staff

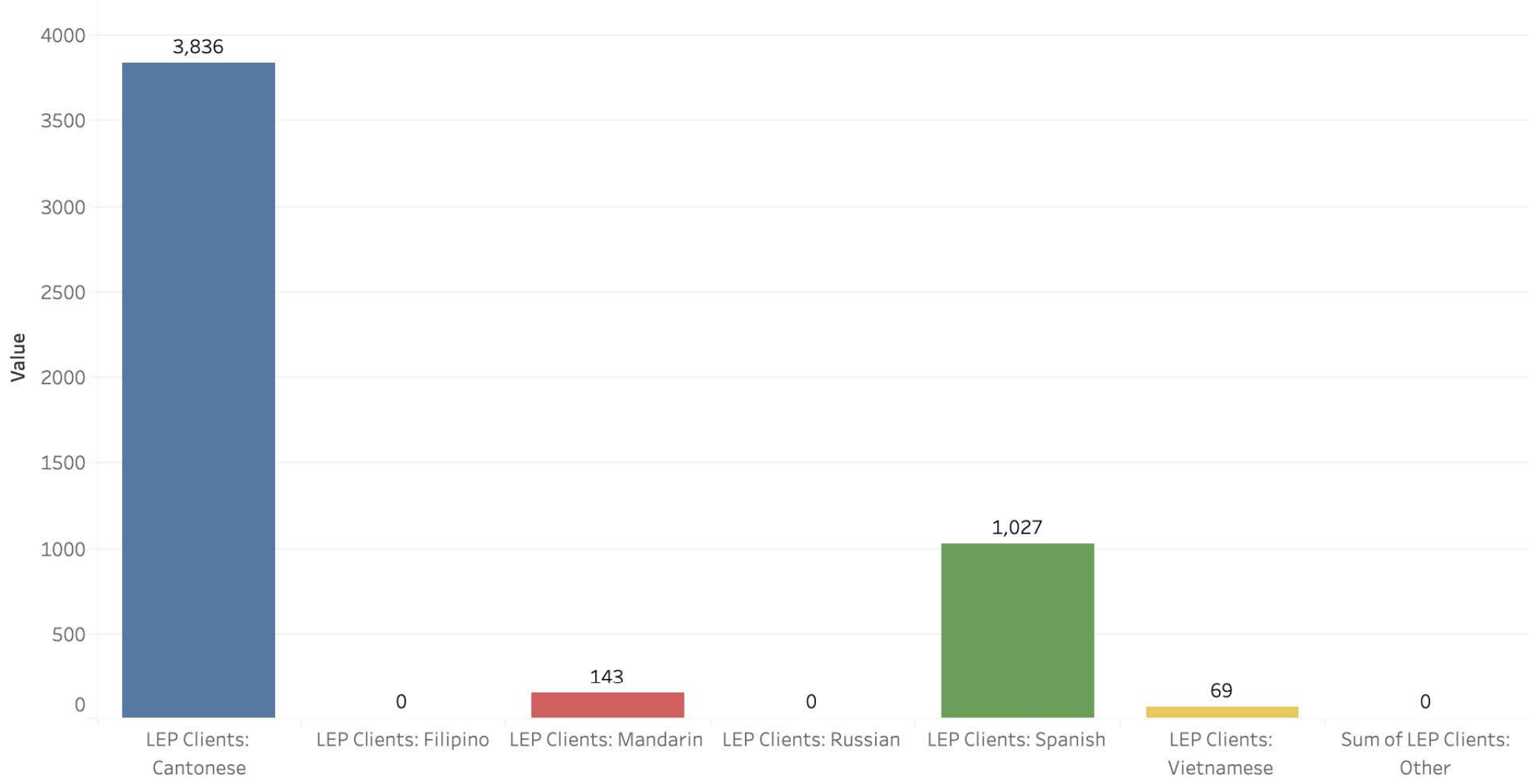


### Certified Multilingual Staff



Department  
Environment (ENV)

### LEP Clients Served





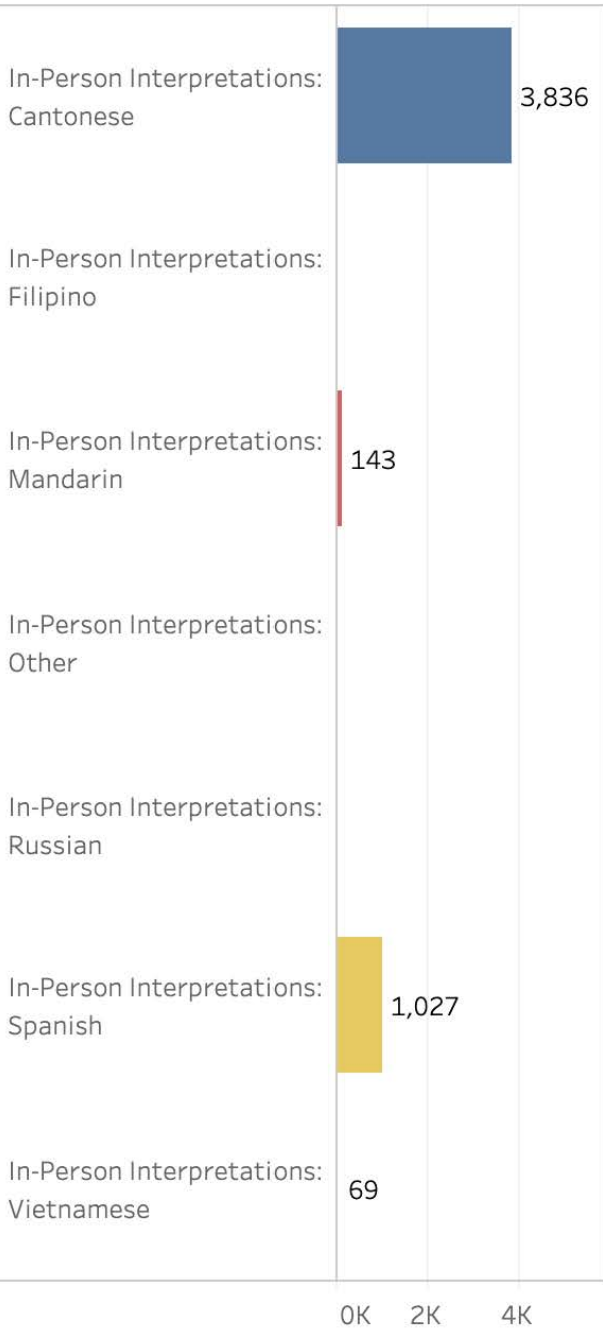
### Translations



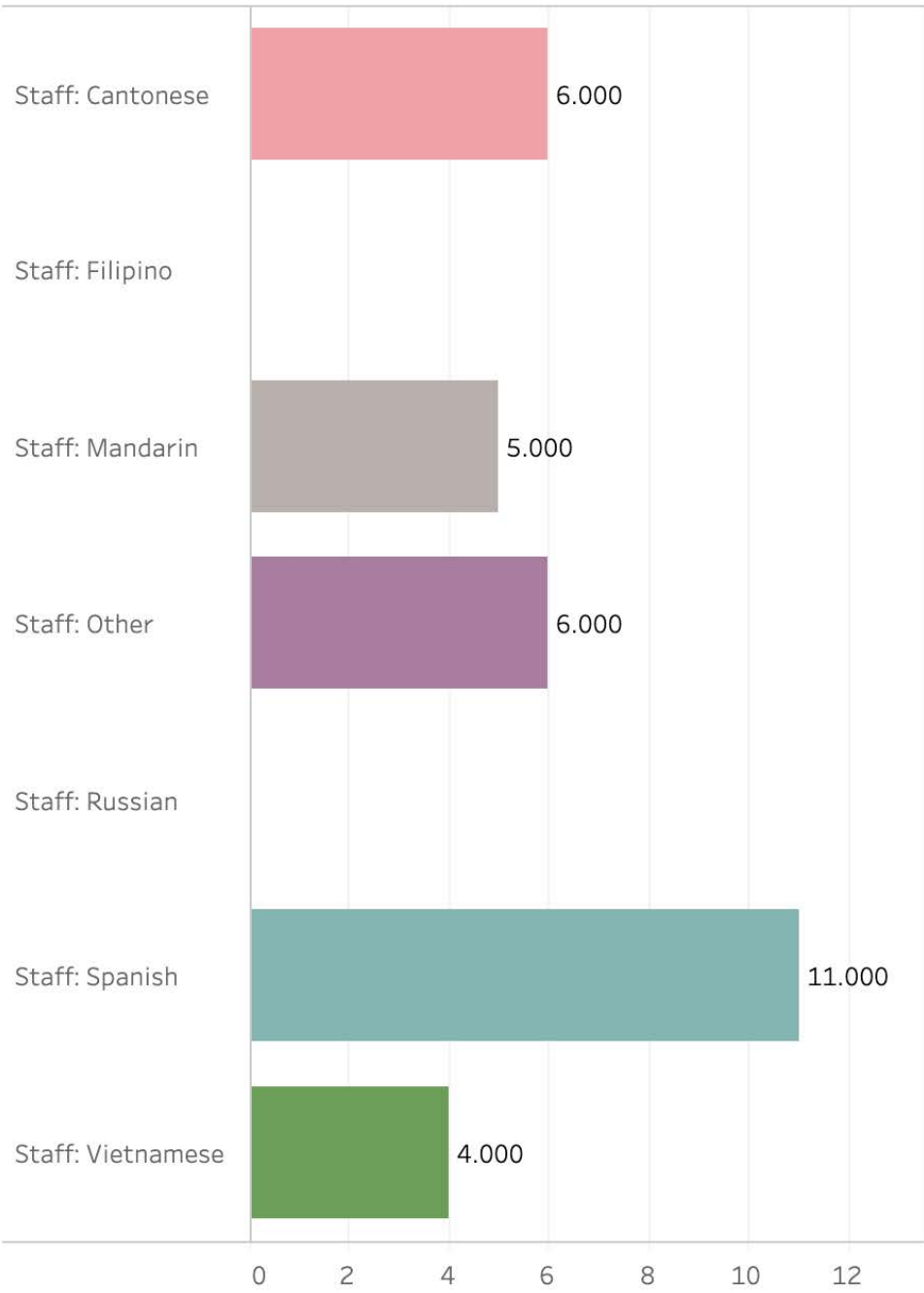
### Telephonic Interpretations



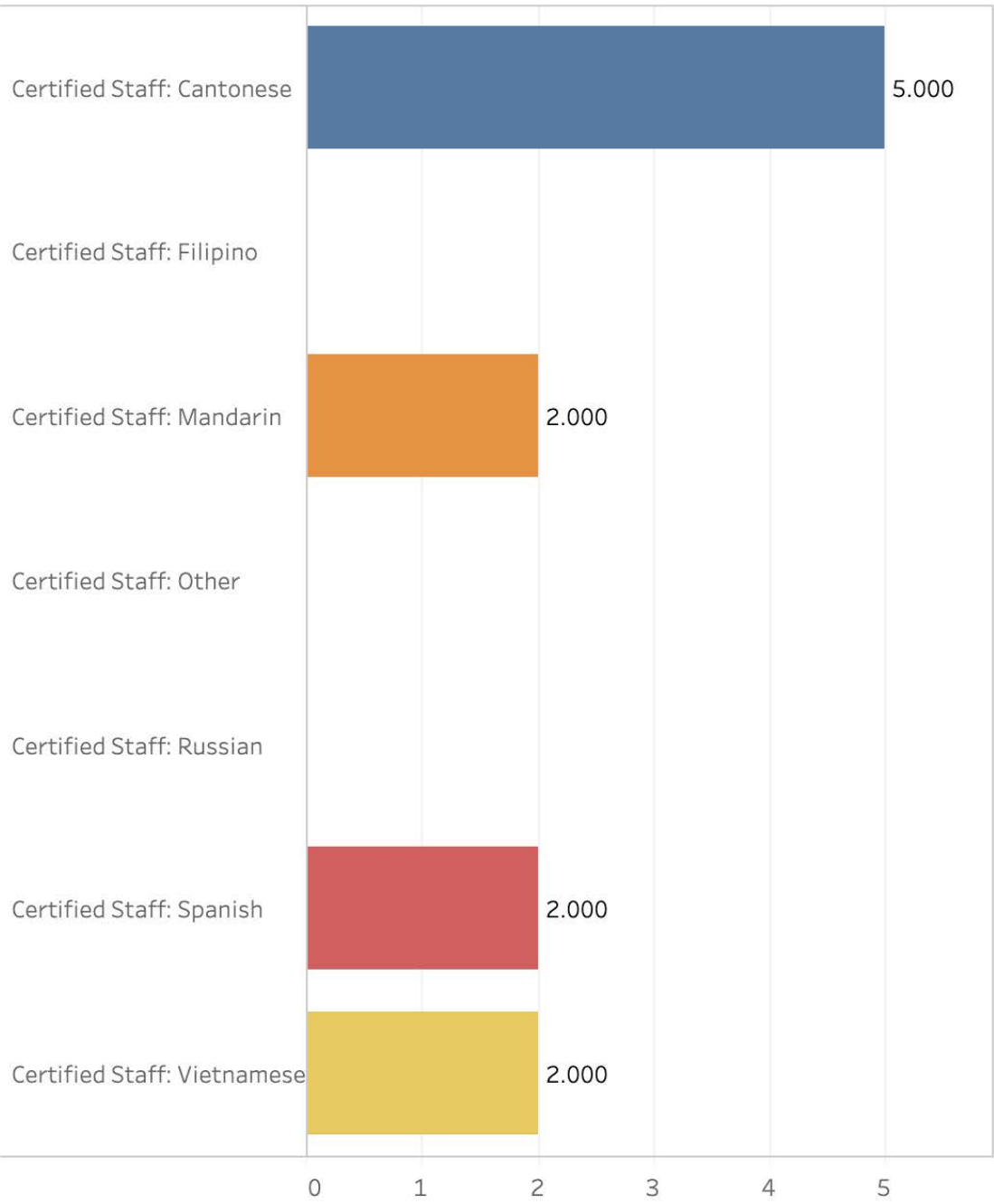
### In-Person Interpretations



### All Multilingual Staff



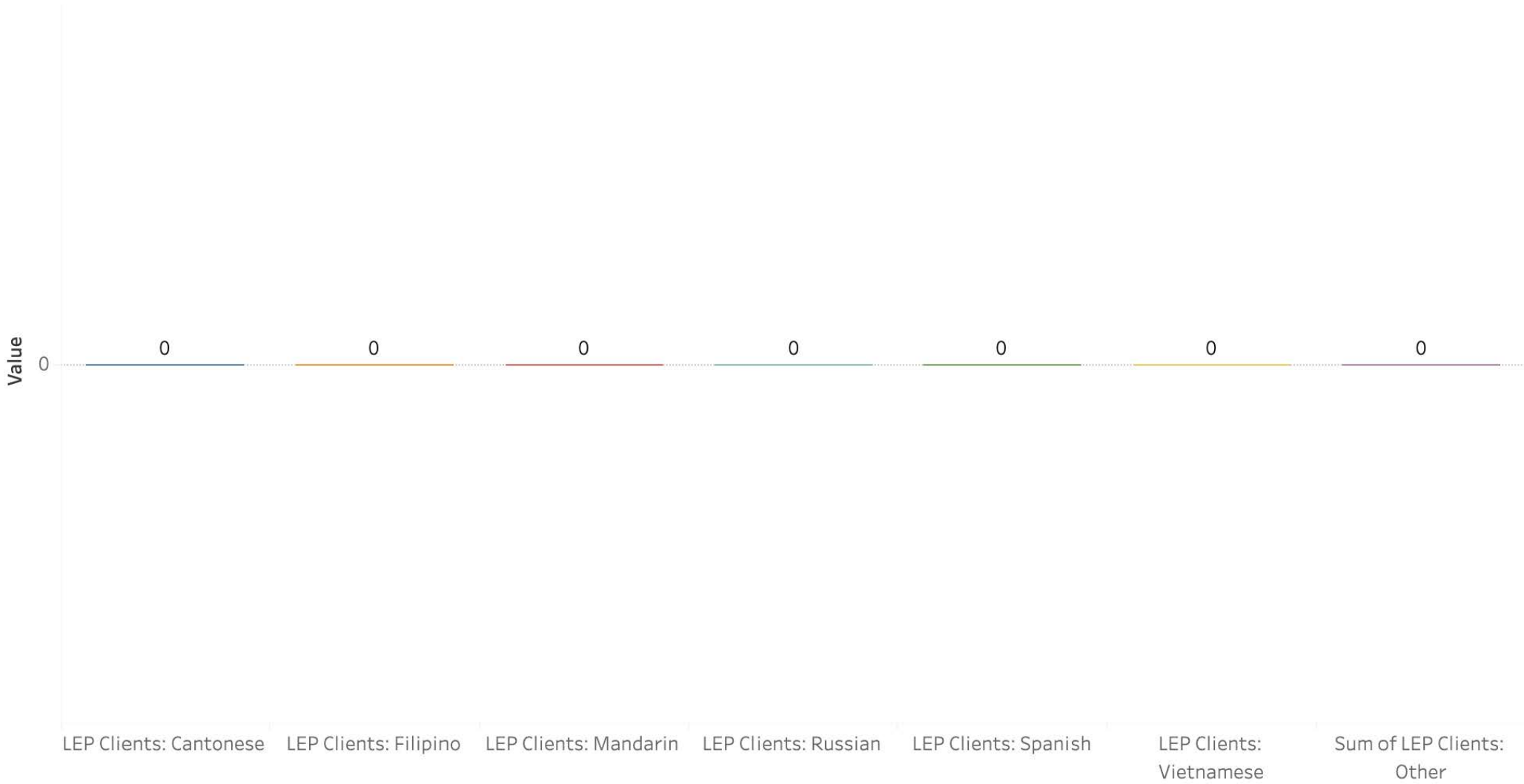
### Certified Multilingual Staff



Department

Ethics Commission

LEP Clients Served



### Translations

Translations: Chinese	0
Translations: Filipino	0
Translations: Russian	0
Translations: Spanish	0
Translations: Vietnamese	0

### Telephonic Interpretations

Phone Interpretations: Cantonese	0
Phone Interpretations: Filipino	0
Phone Interpretations: Mandarin	0
Phone Interpretations: Other	0
Phone Interpretations: Russian	0
Phone Interpretations: Spanish	0
Phone Interpretations: Vietnamese	0

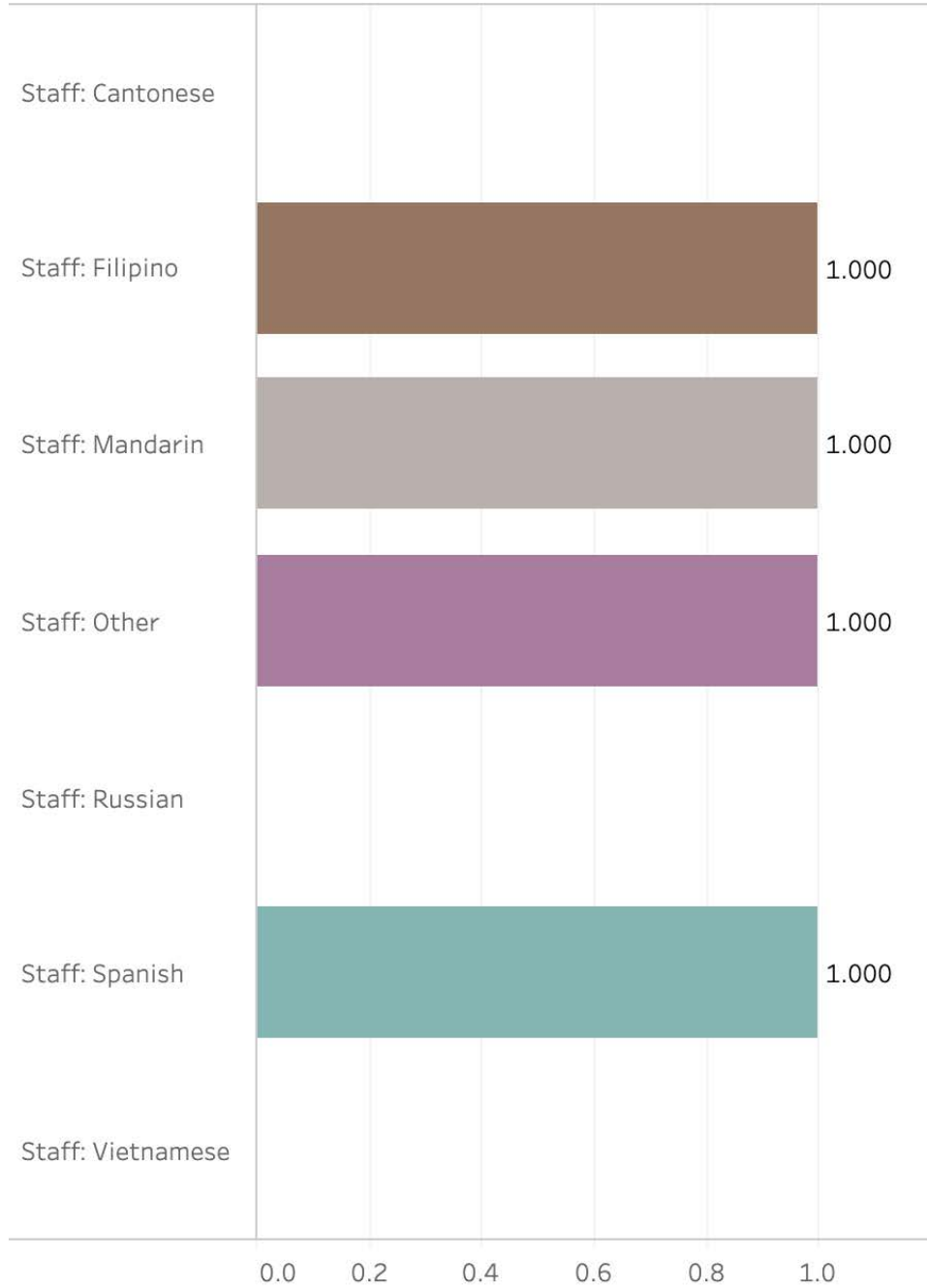
### In-Person Interpretations

In-Person Interpretations: Cantonese	0
In-Person Interpretations: Filipino	0
In-Person Interpretations: Mandarin	0
In-Person Interpretations: Other	0
In-Person Interpretations: Russian	0
In-Person Interpretations: Spanish	0
In-Person Interpretations: Vietnamese	0

Department

Ethics Commission

### All Multilingual Staff



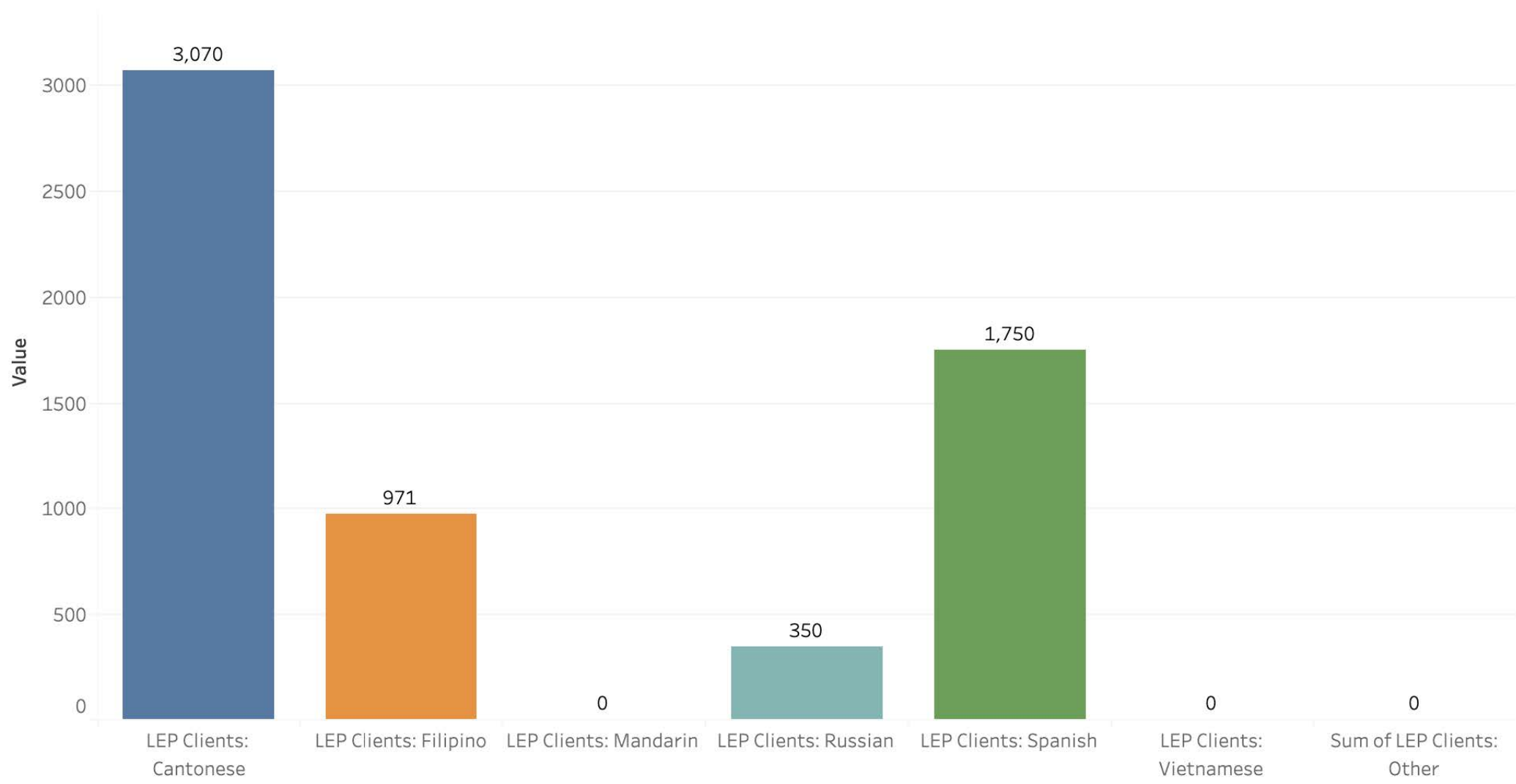
### Certified Multilingual Staff



Department

Fine Arts Museums of San Francisco

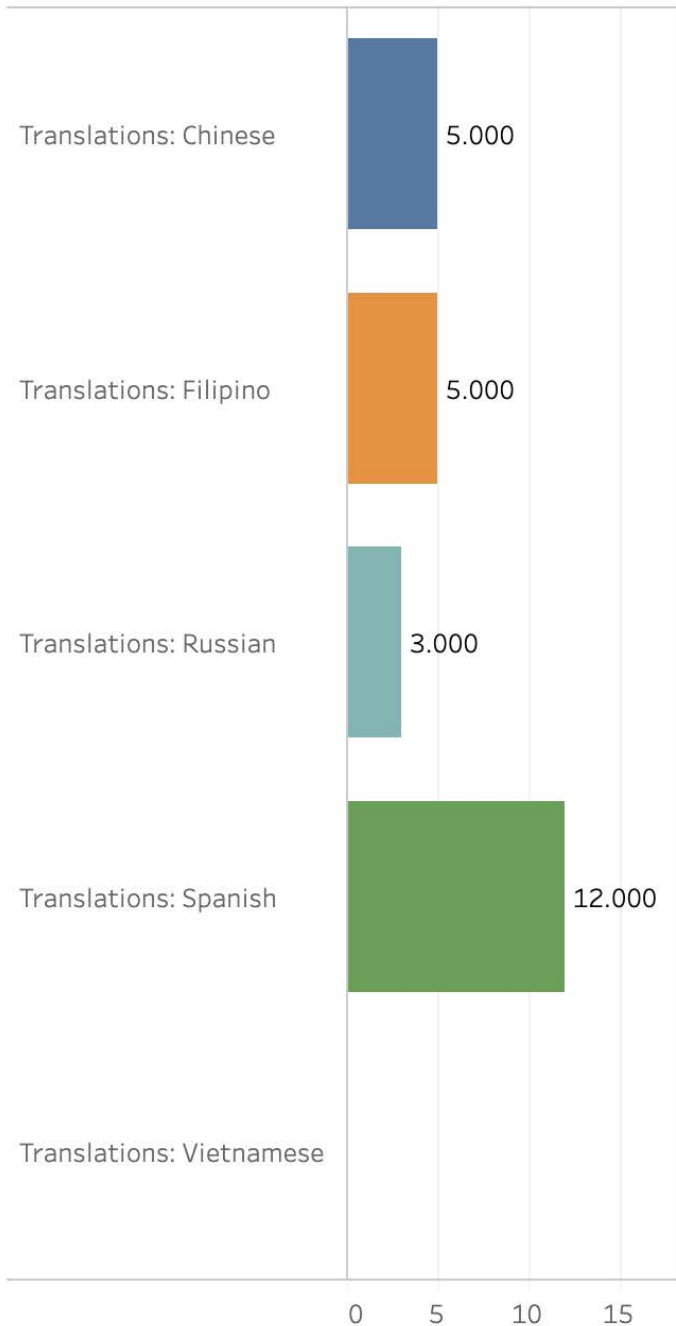
### LEP Clients Served



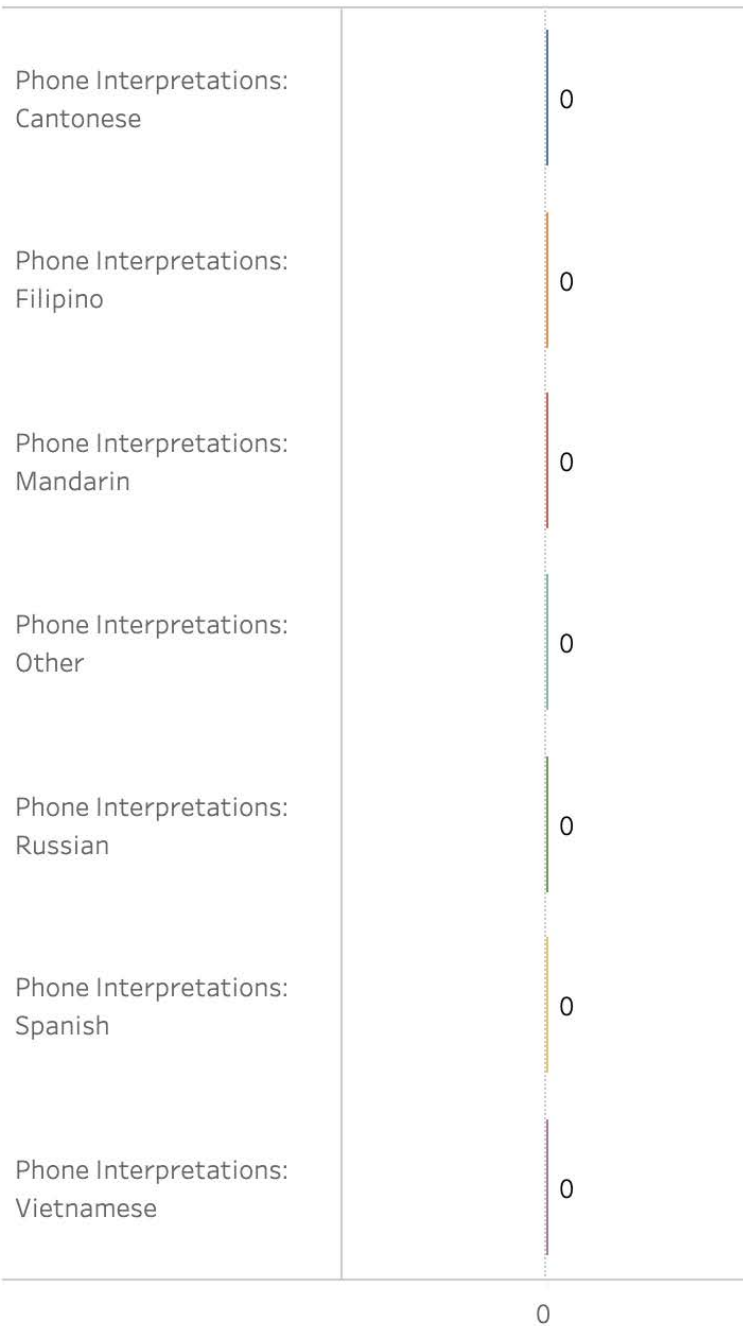
Department

Fine Arts Museums of San Francisco

### Translations



### Telephonic Interpretations



### In-Person Interpretations



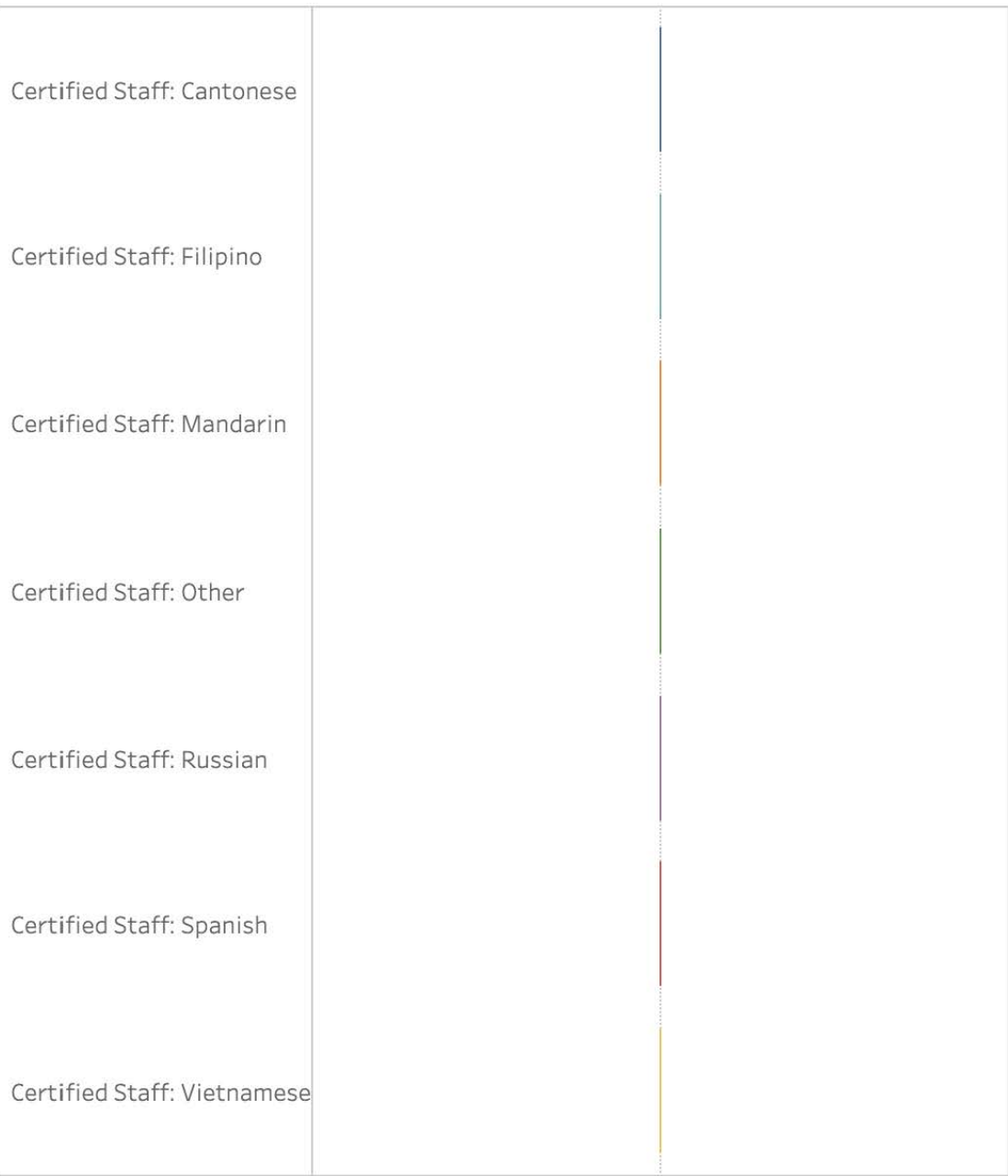
Department

Fine Arts Museums of San Francisco

### All Multilingual Staff



### Certified Multilingual Staff



0

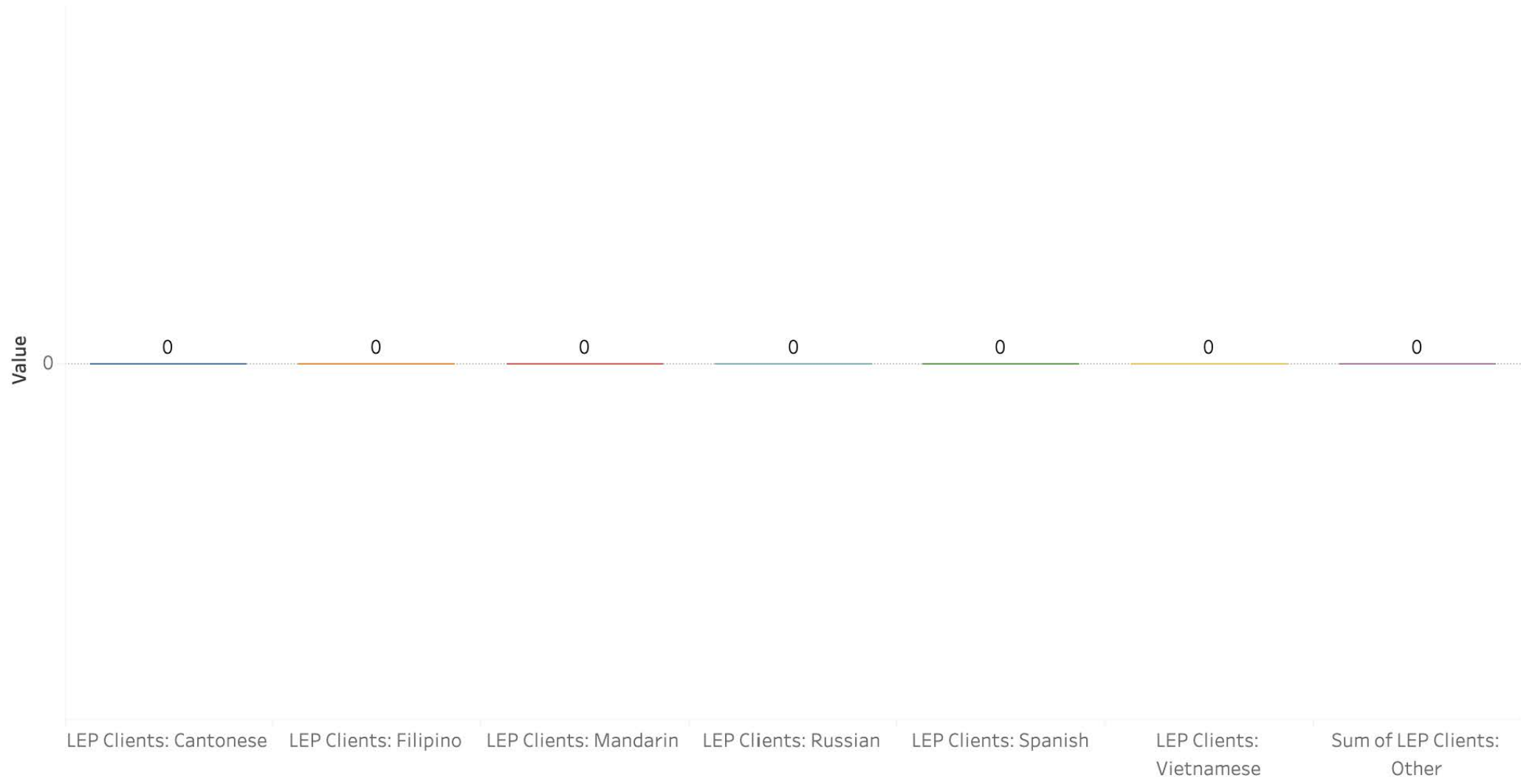
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Department

Fire Department (FIR) ▼

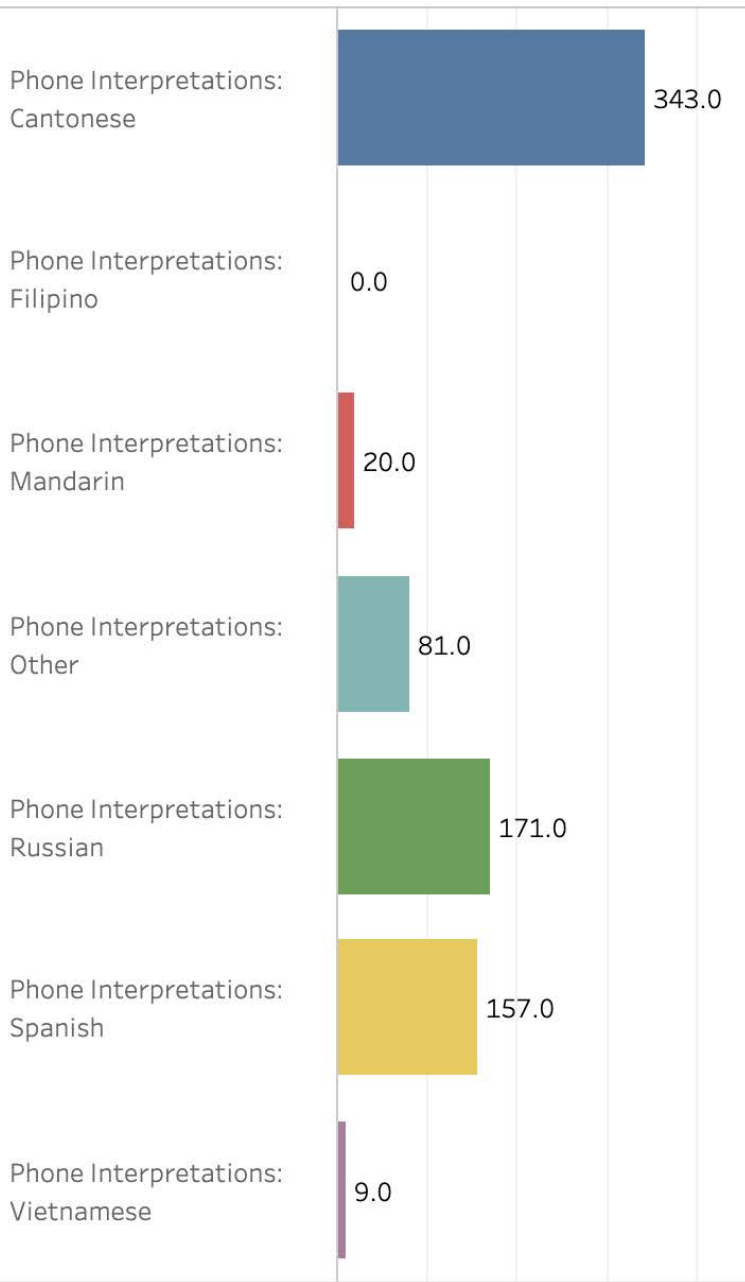
LEP Clients Served



### Translations

Translations: Chinese	
Translations: Filipino	
Translations: Russian	
Translations: Spanish	
Translations: Vietnamese	

### Telephonic Interpretations



### In-Person Interpretations

In-Person Interpretations: Cantonese	
In-Person Interpretations: Filipino	
In-Person Interpretations: Mandarin	
In-Person Interpretations: Other	
In-Person Interpretations: Russian	
In-Person Interpretations: Spanish	
In-Person Interpretations: Vietnamese	

0

0 100 200 300 400

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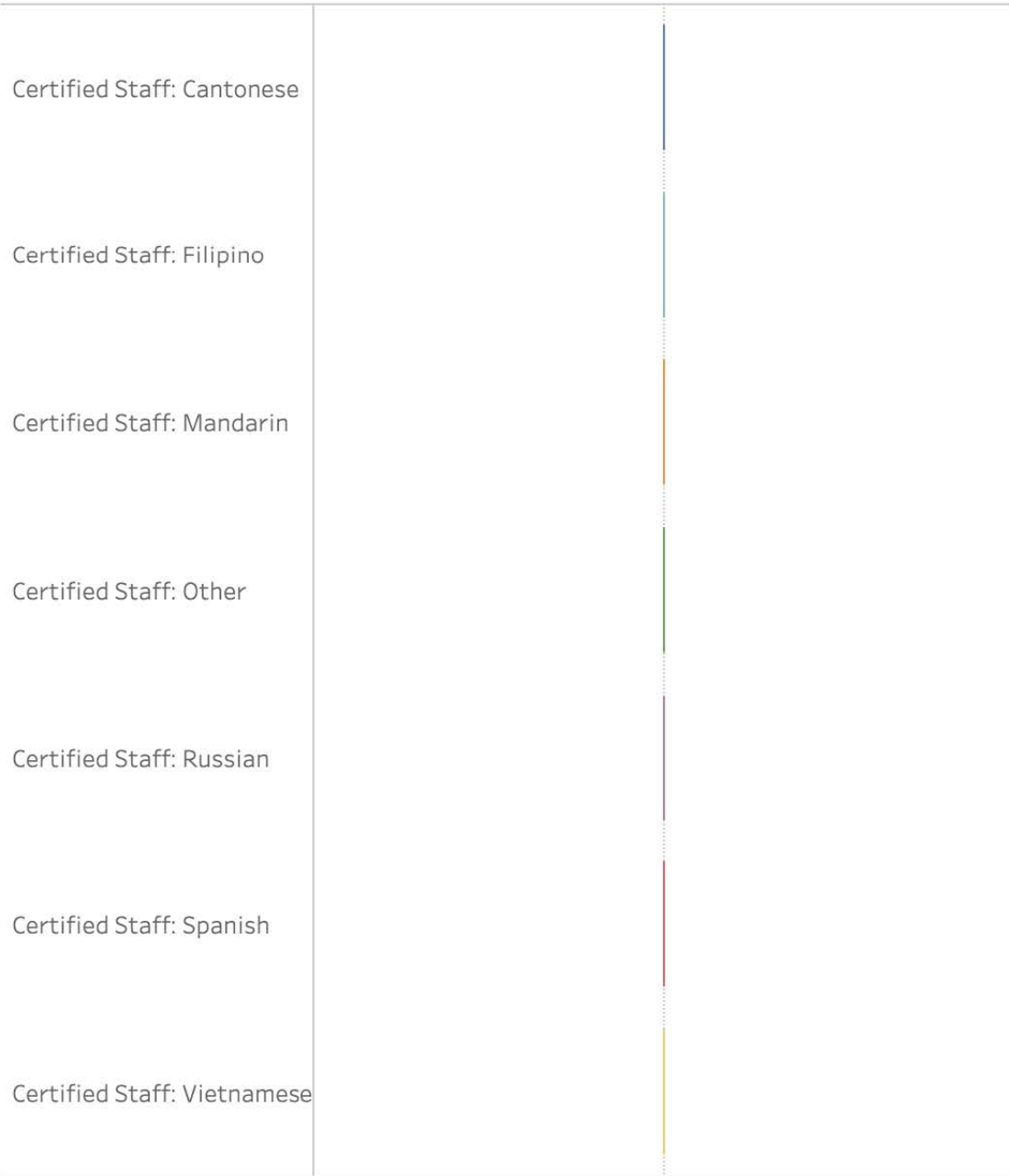
Department

Fire Department (FIR)

### All Multilingual Staff



### Certified Multilingual Staff



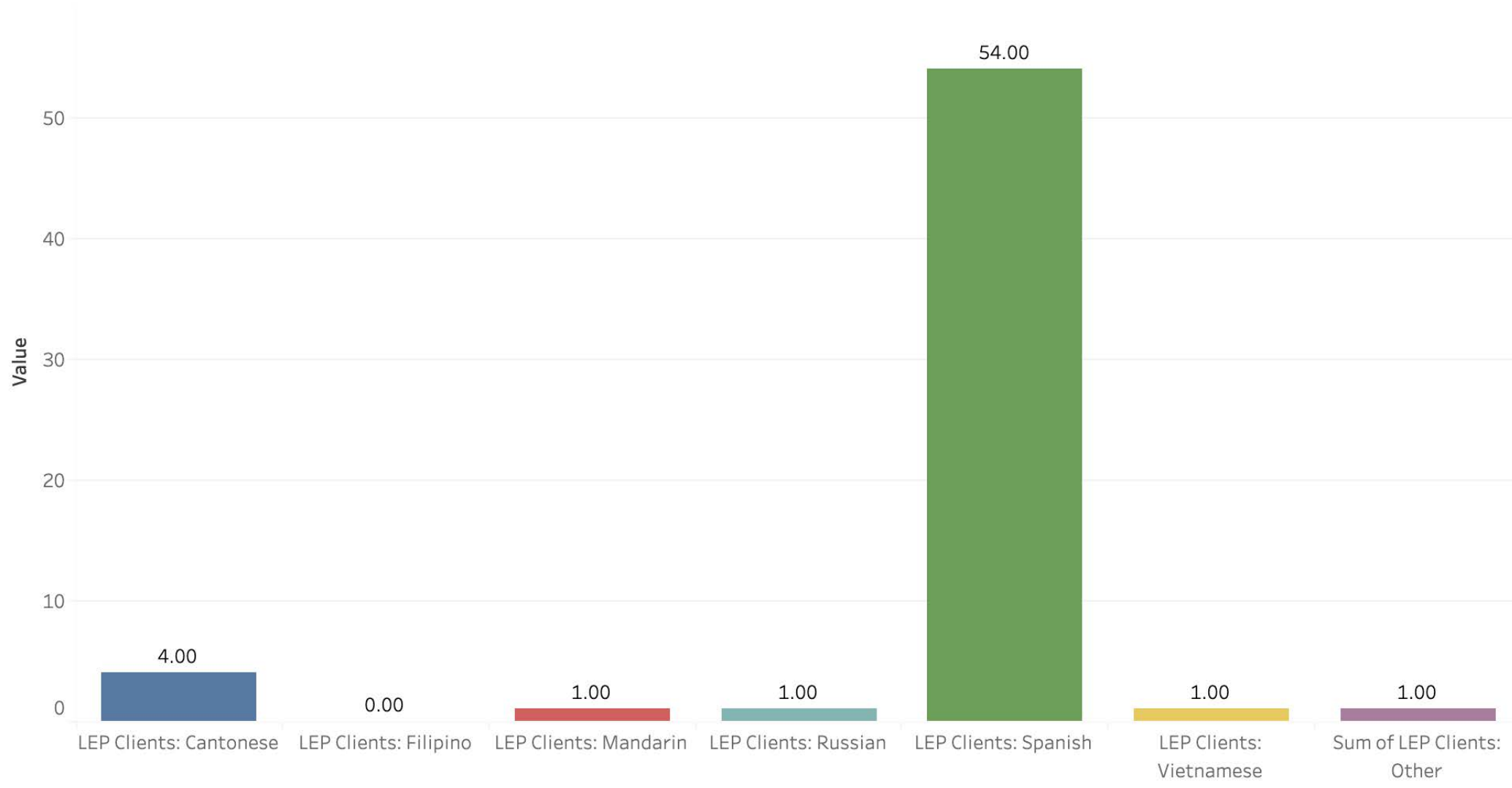
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Department

Human Rights Commission

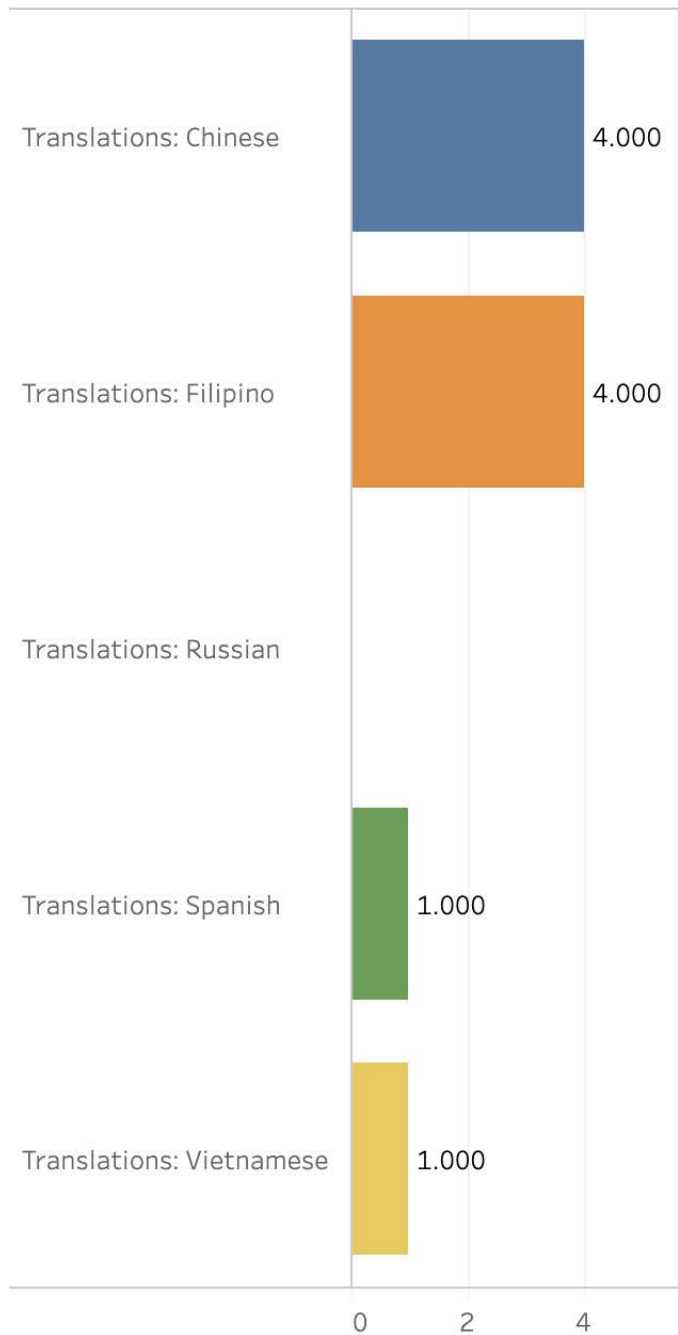
### LEP Clients Served



Department

Human Rights Commission

### Translations



### Telephonic Interpretations



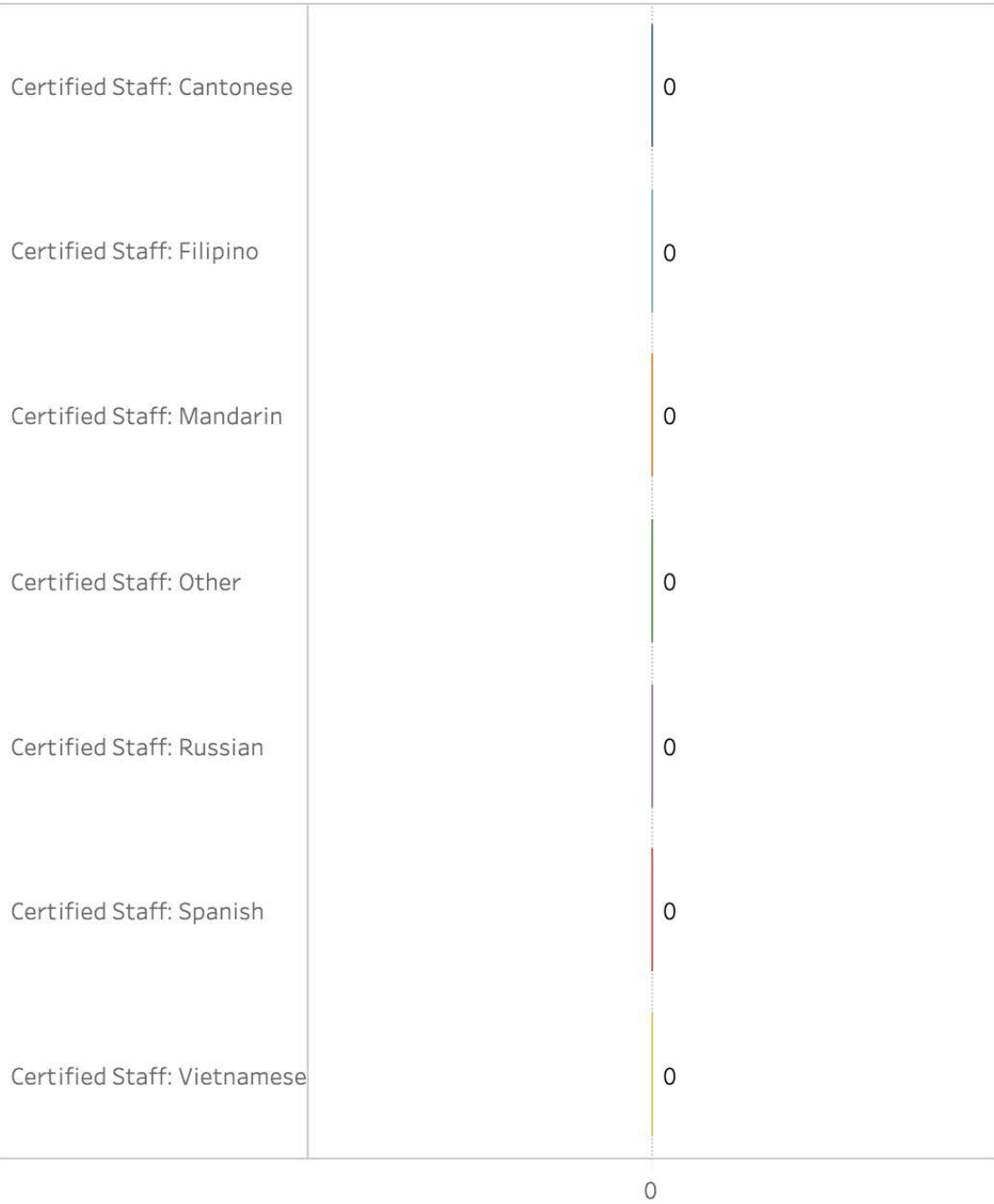
### In-Person Interpretations



### All Multilingual Staff



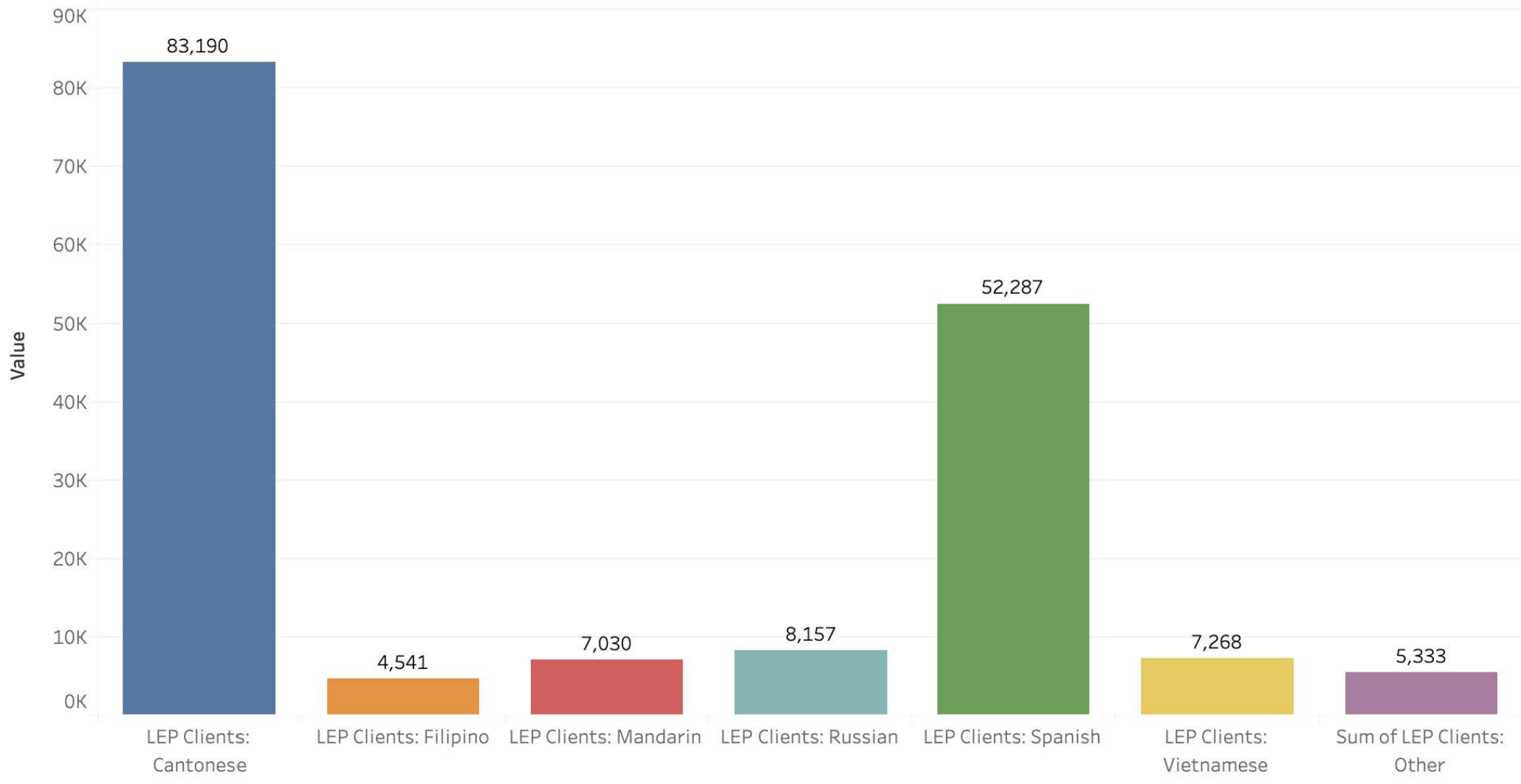
### Certified Multilingual Staff



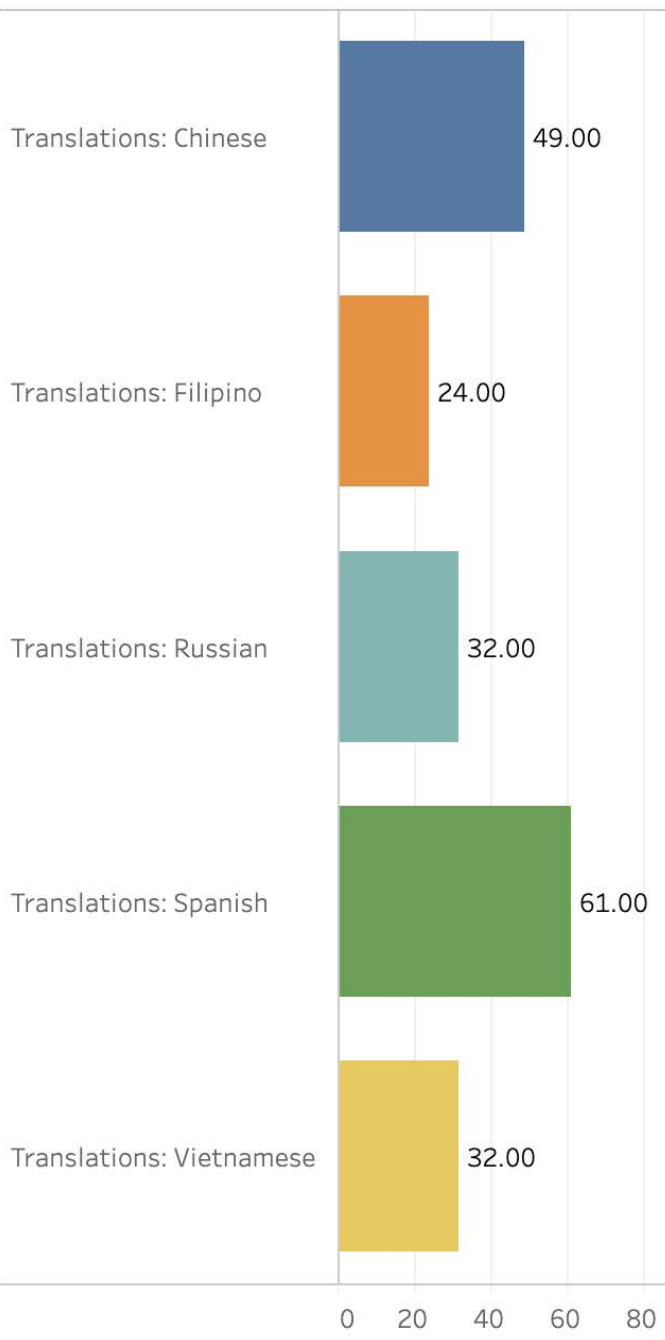
Department

Human Services Agency (HSA) ▼

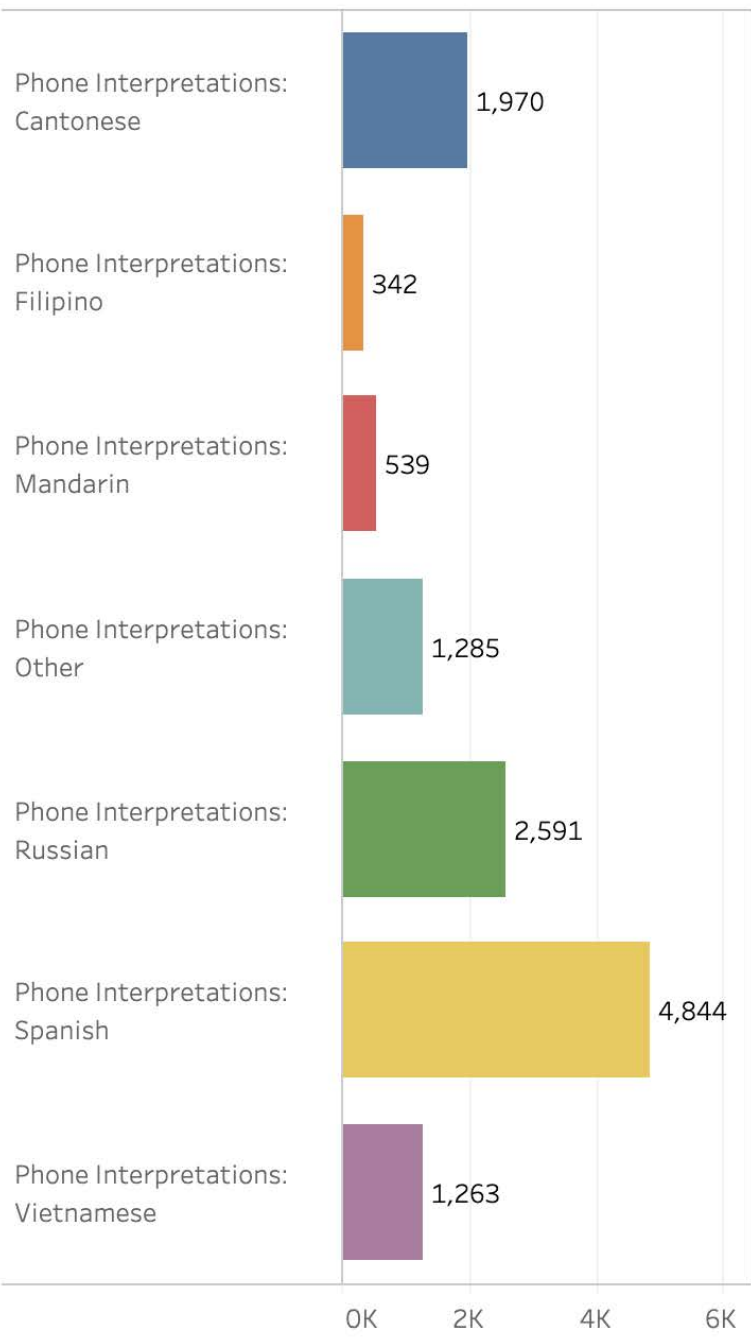
### LEP Clients Served



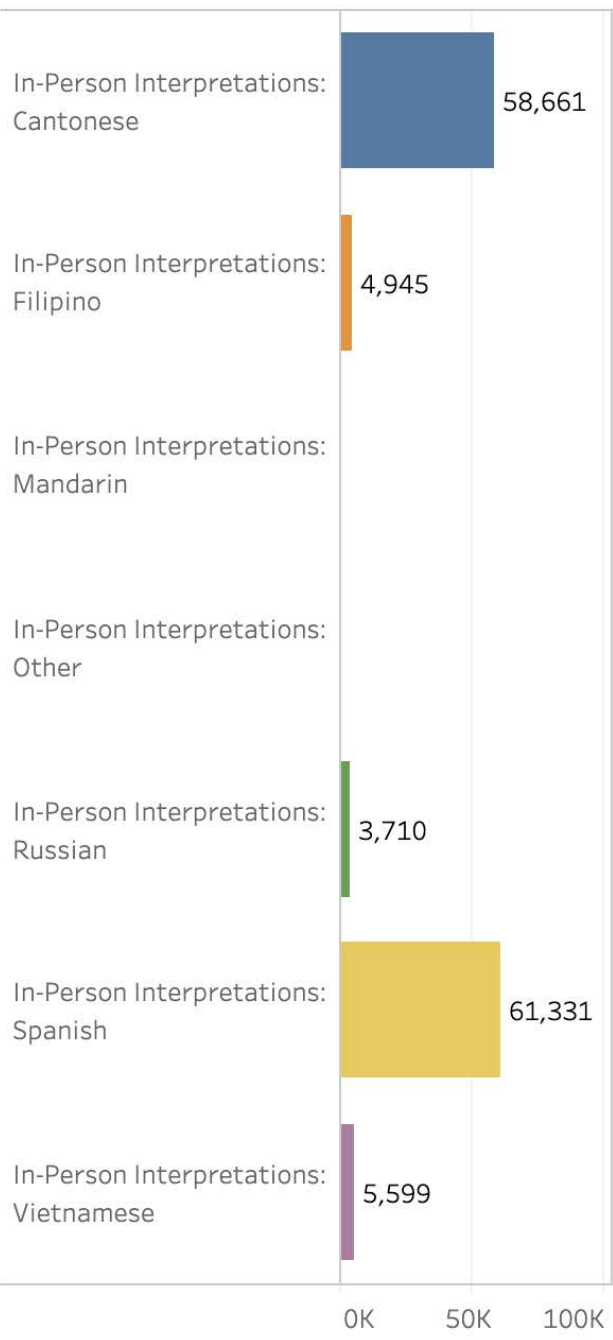
### Translations



### Telephonic Interpretations



### In-Person Interpretations

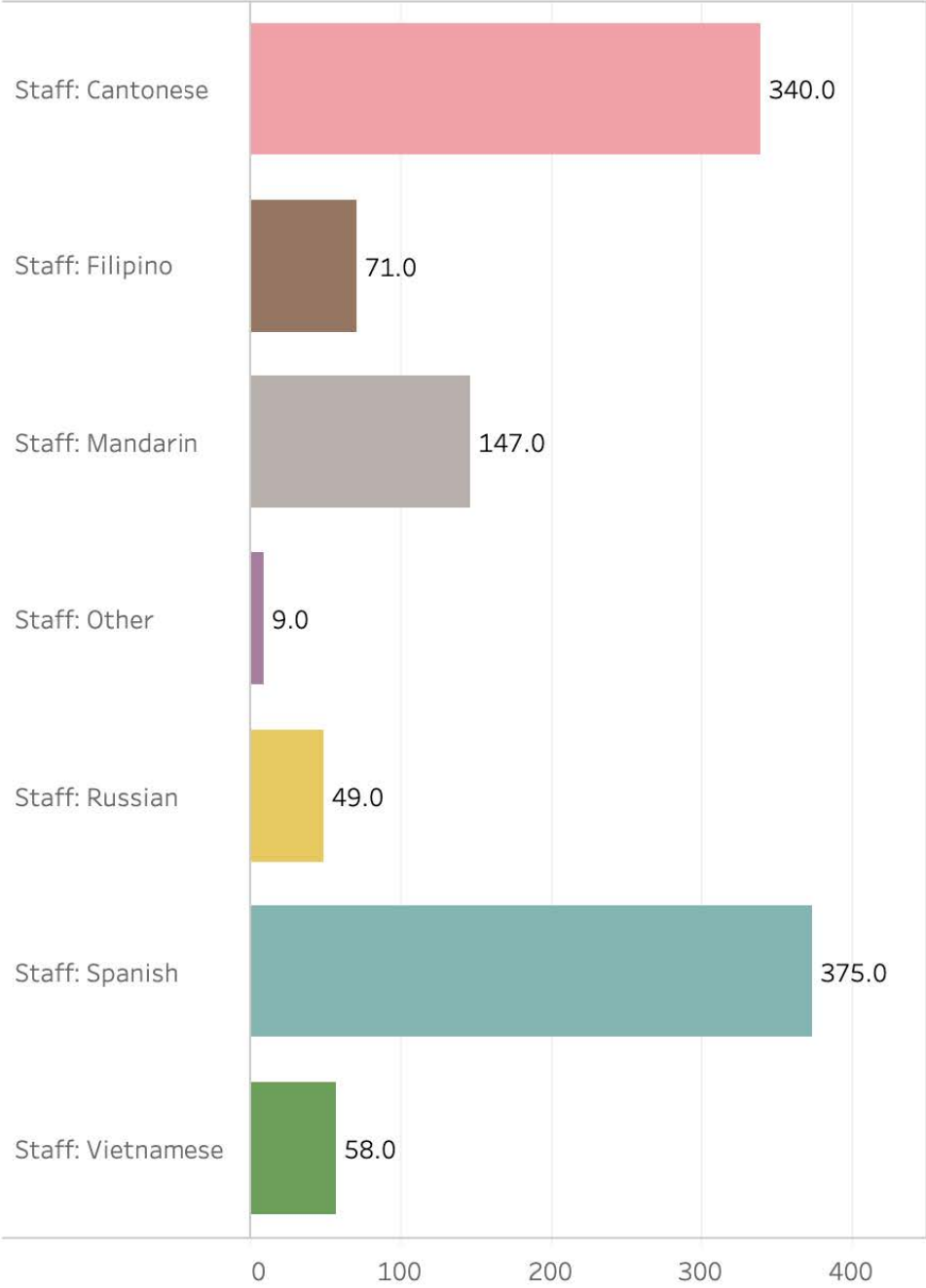




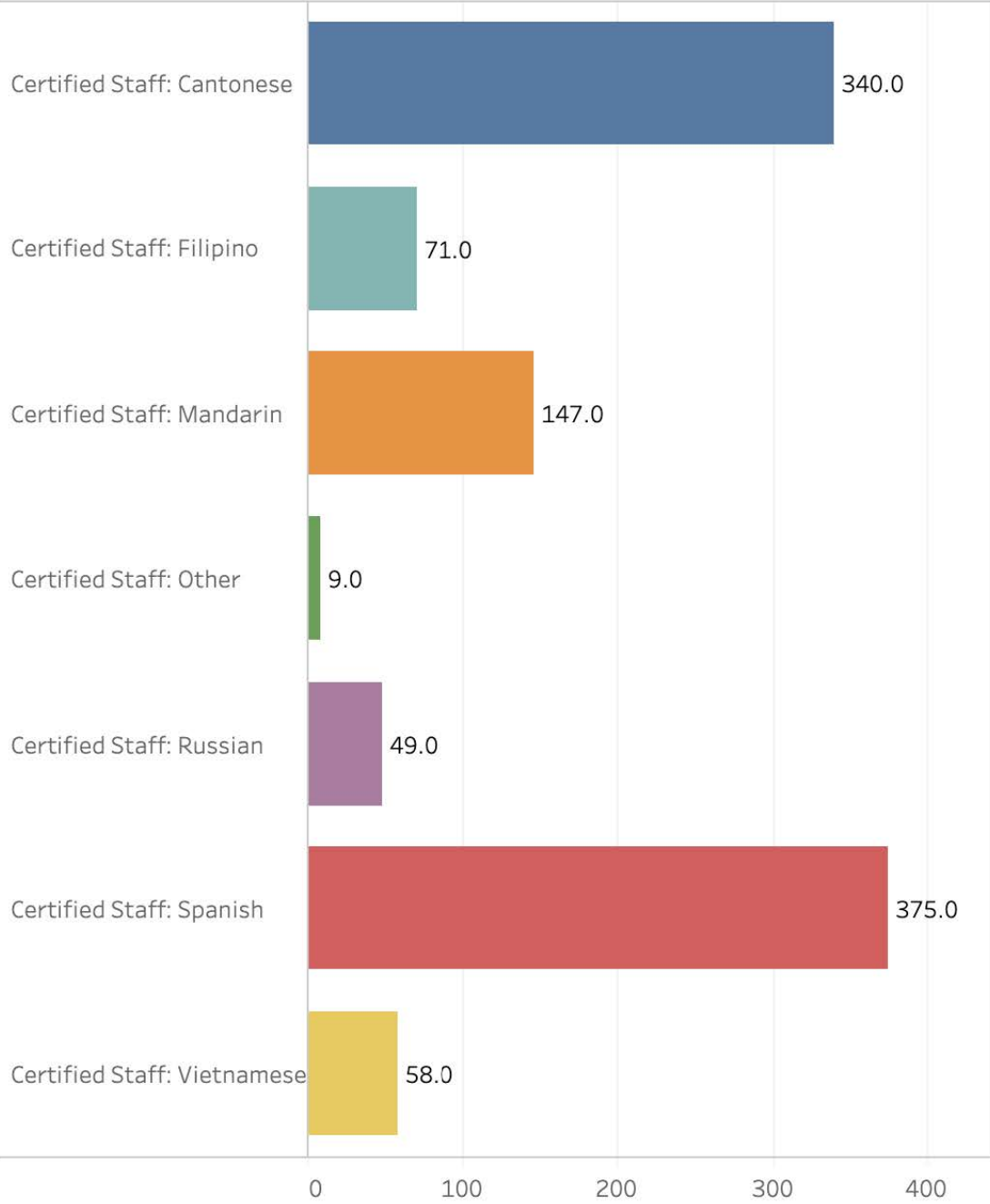
Department

Human Services Agency (HSA) ▼

### All Multilingual Staff



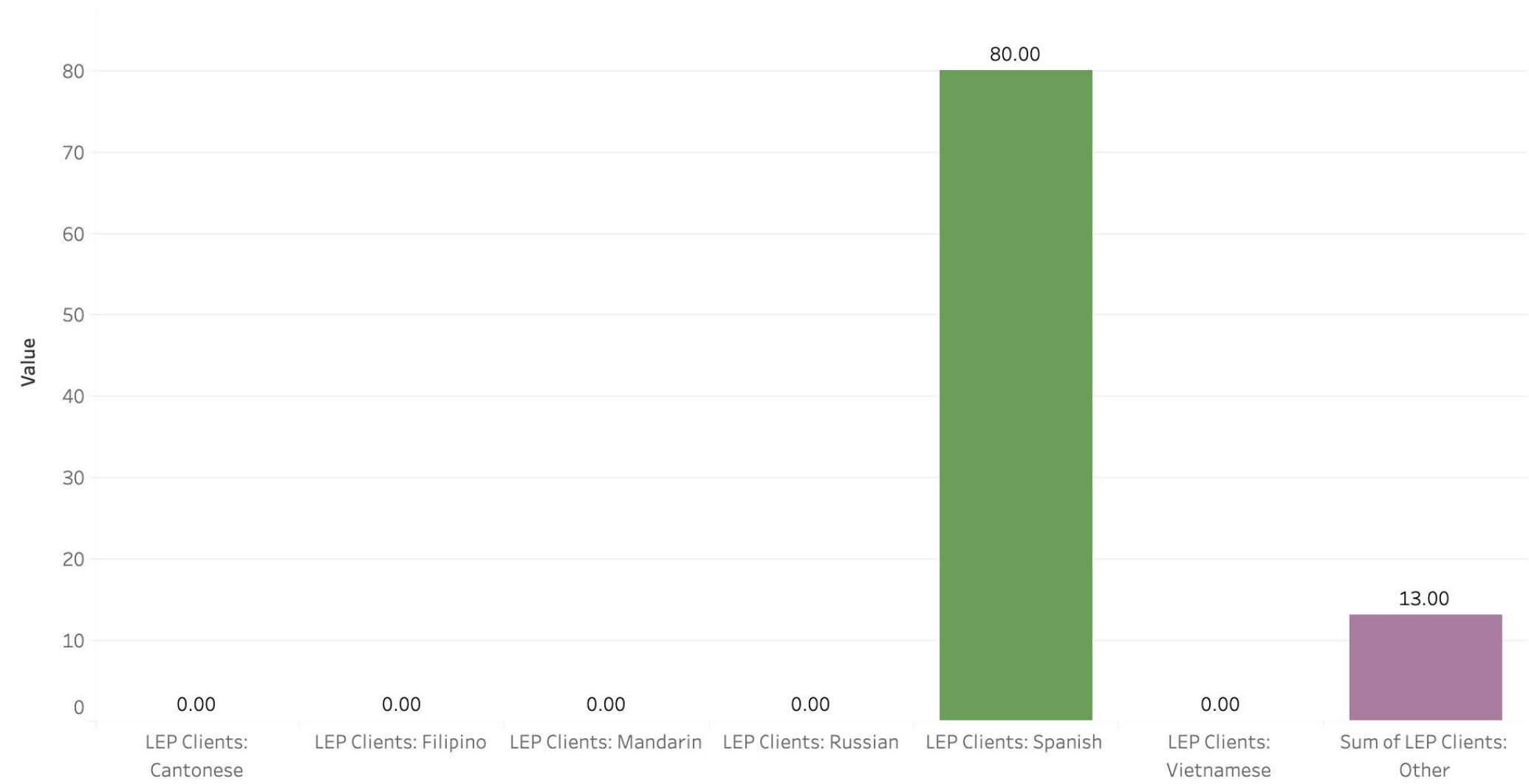
### Certified Multilingual Staff



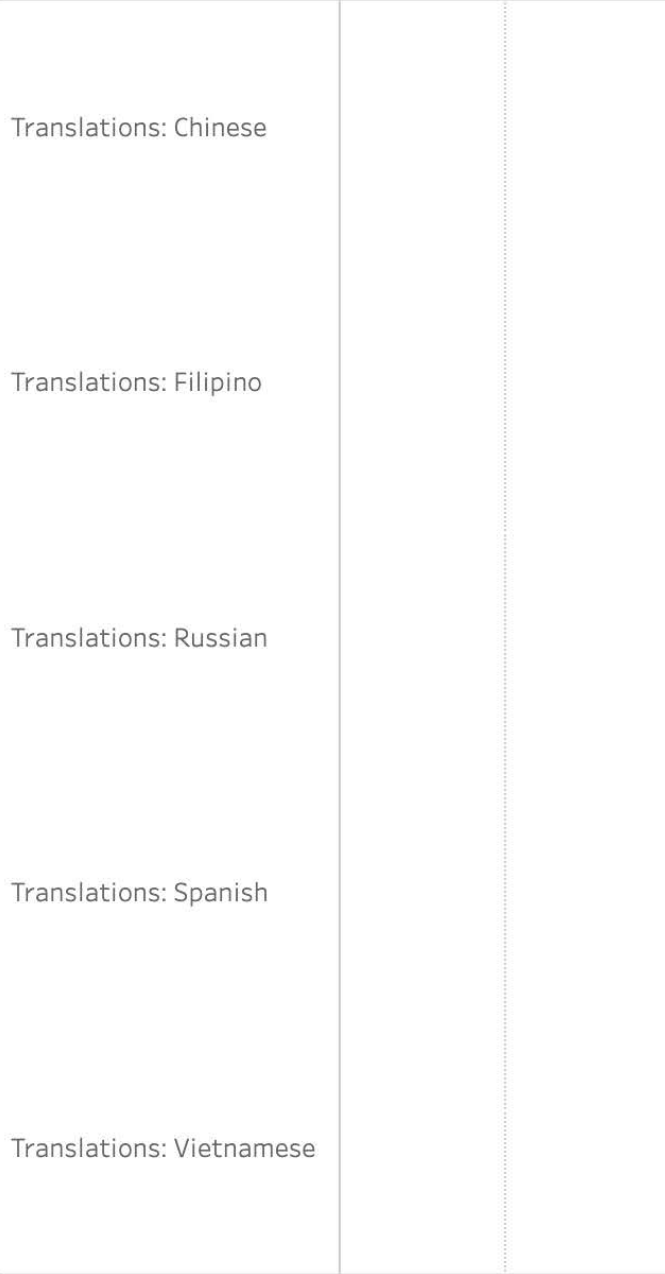
Department

Juvenile Probation (JUV) ▼

LEP Clients Served



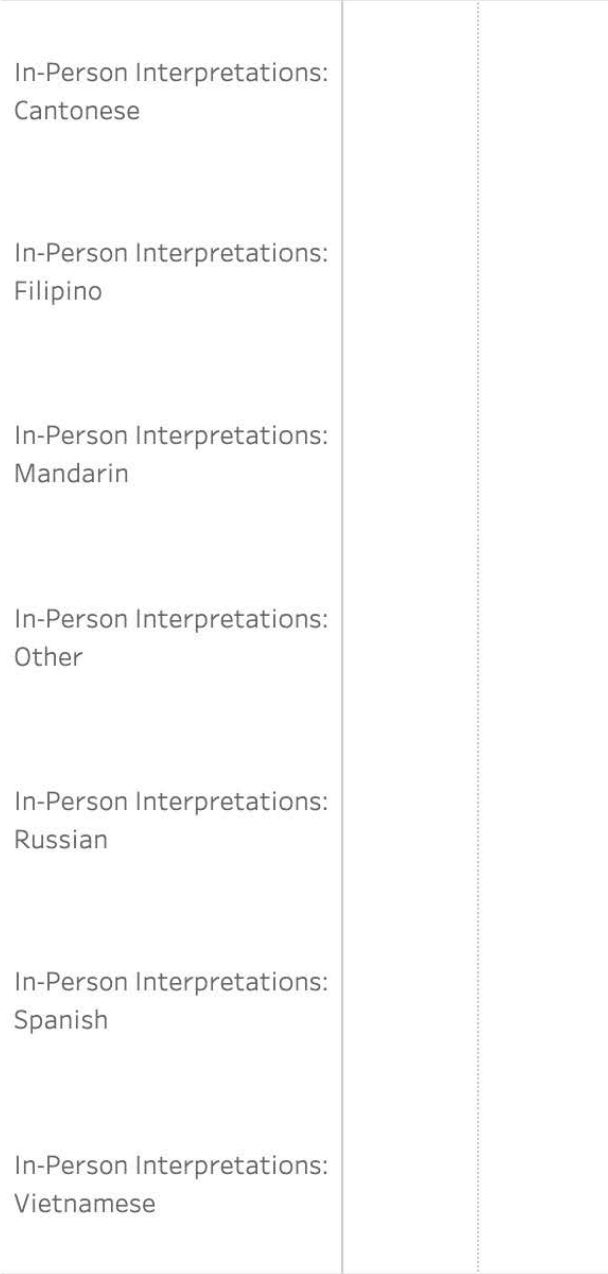
### Translations



### Telephonic Interpretations



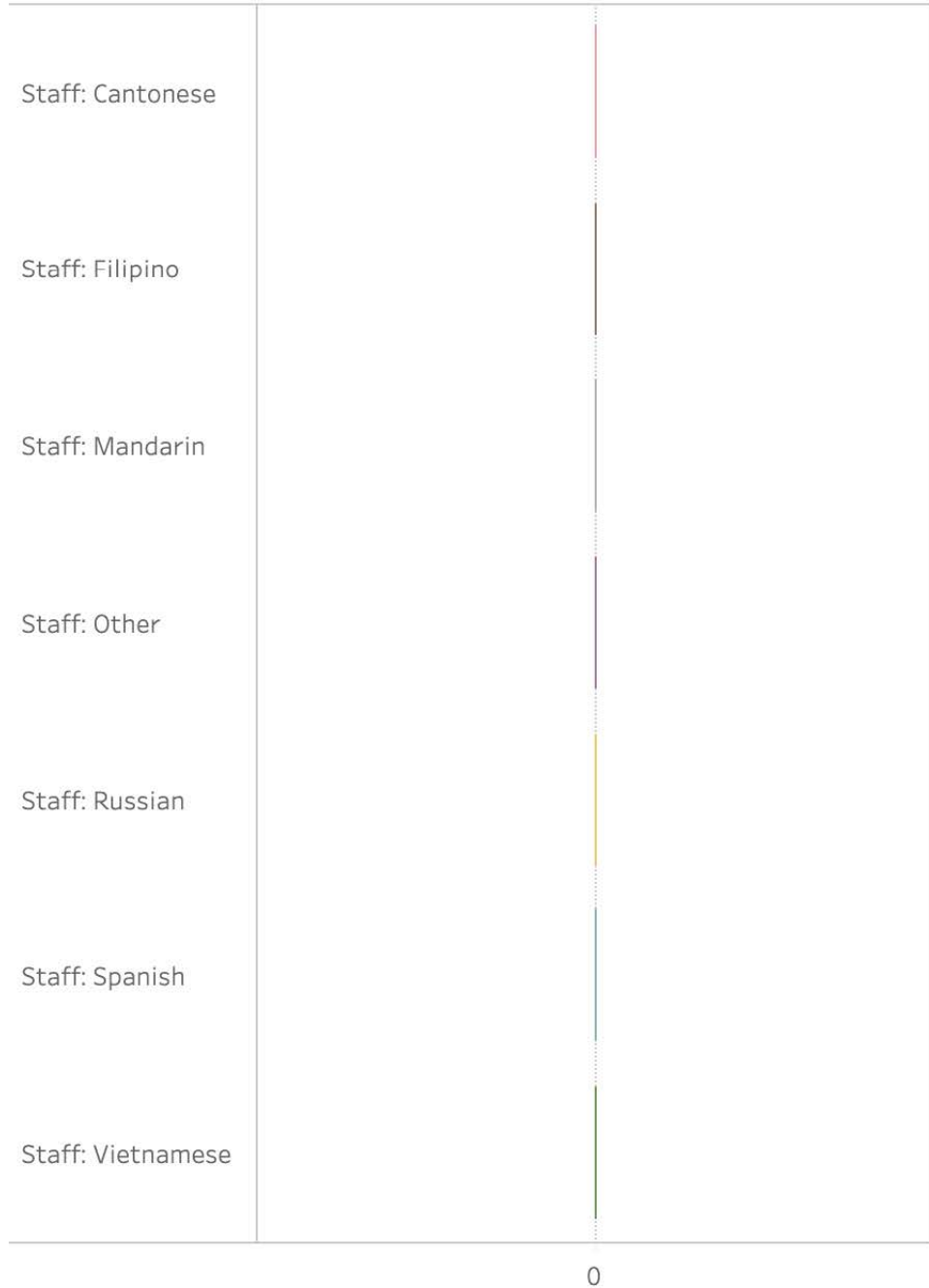
### In-Person Interpretations



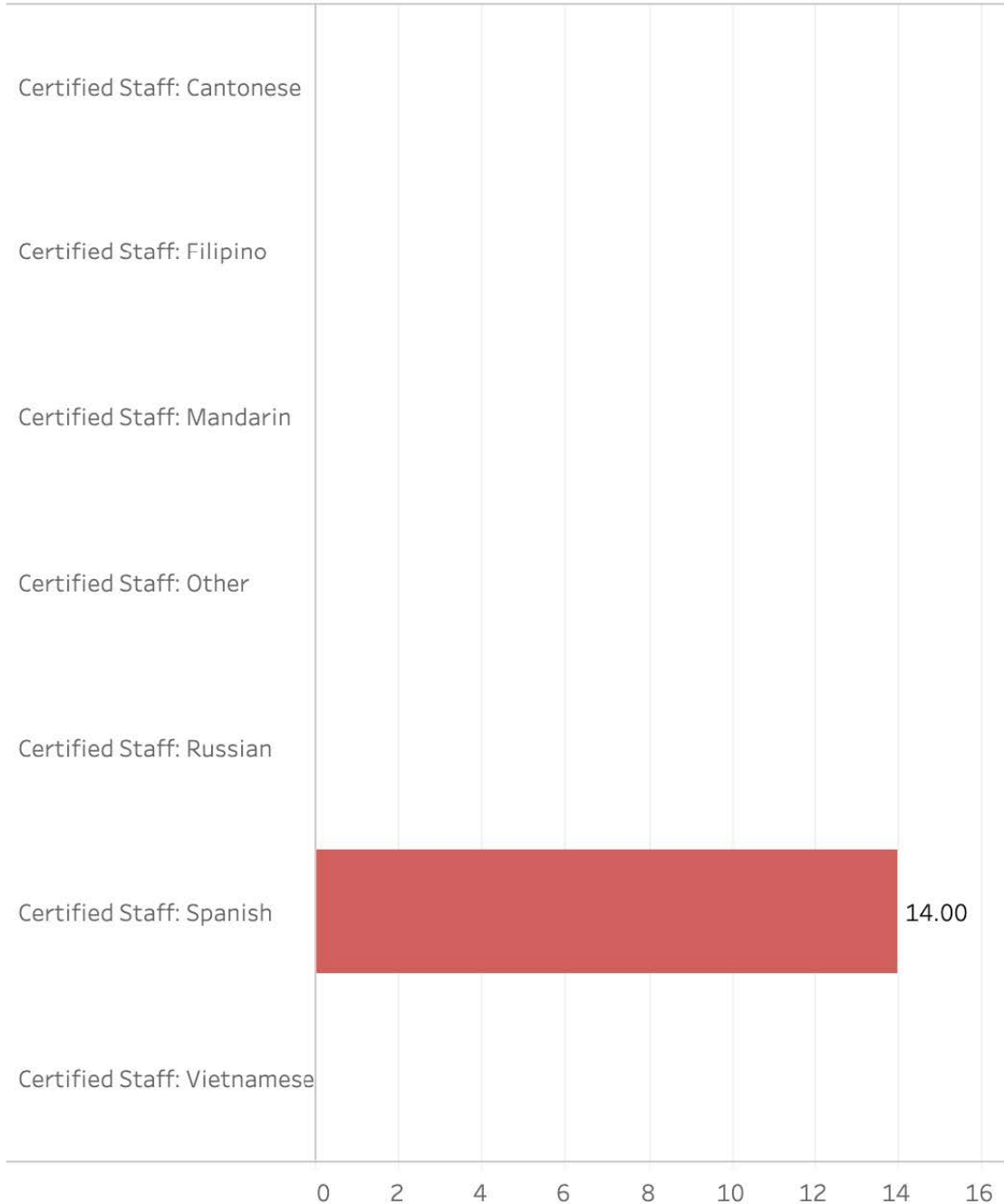
Department

Juvenile Probation (JUV)

### All Multilingual Staff



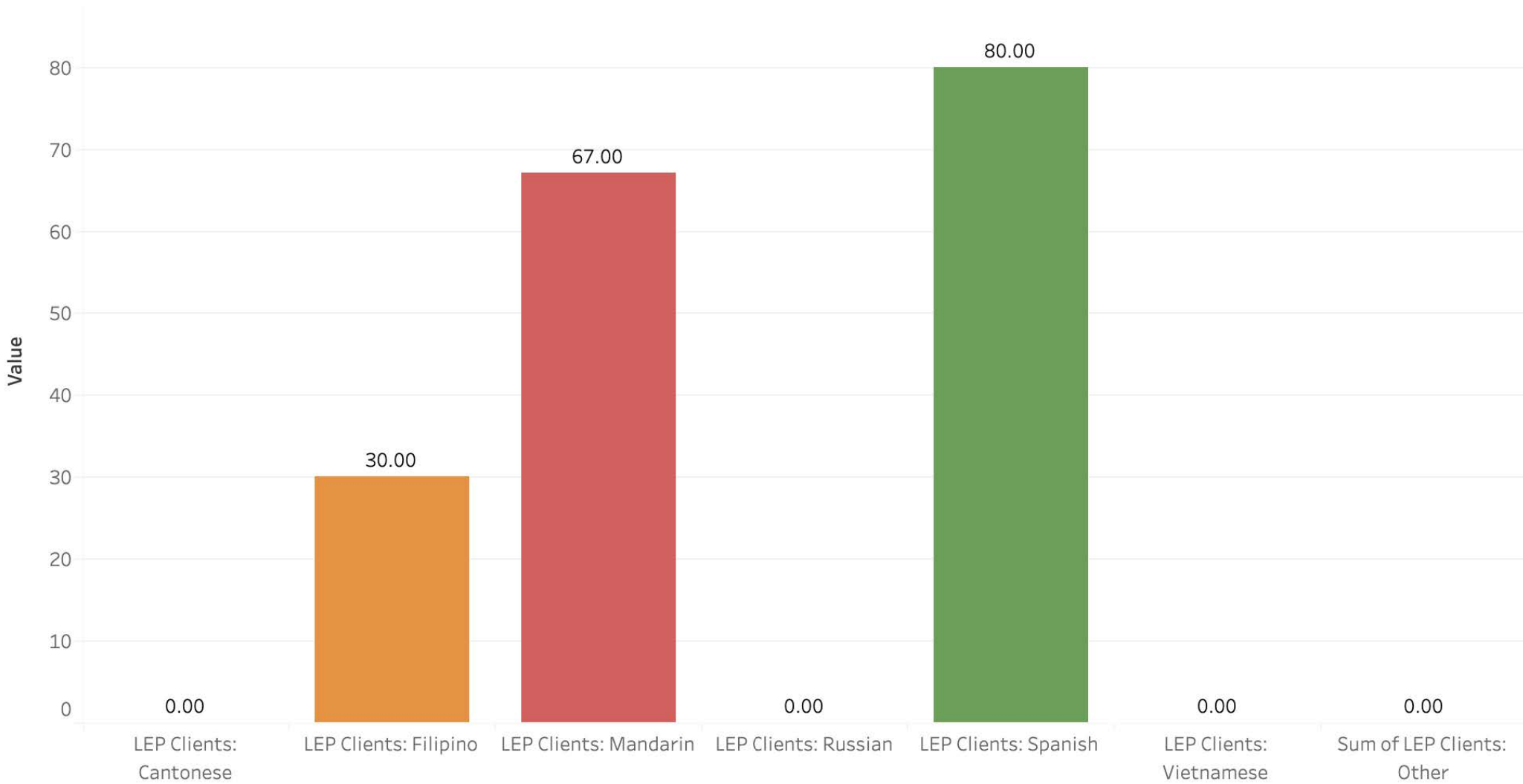
### Certified Multilingual Staff



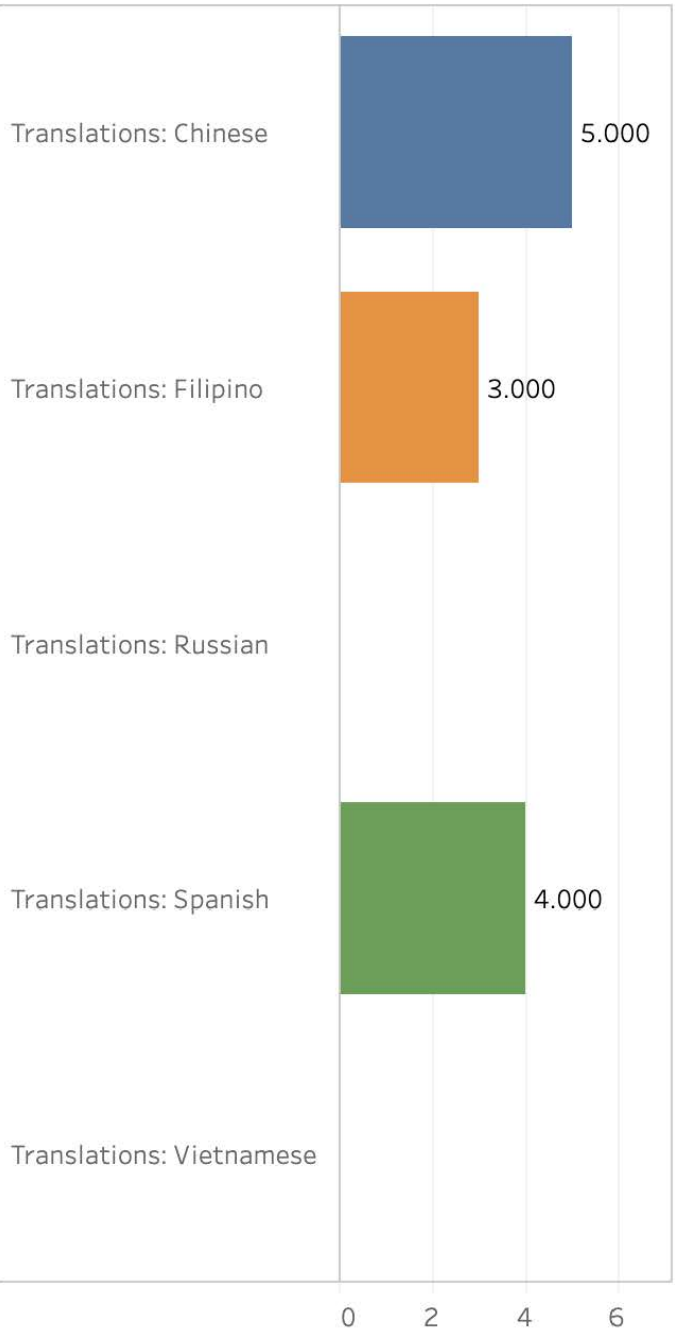
Department

Mayor's Office

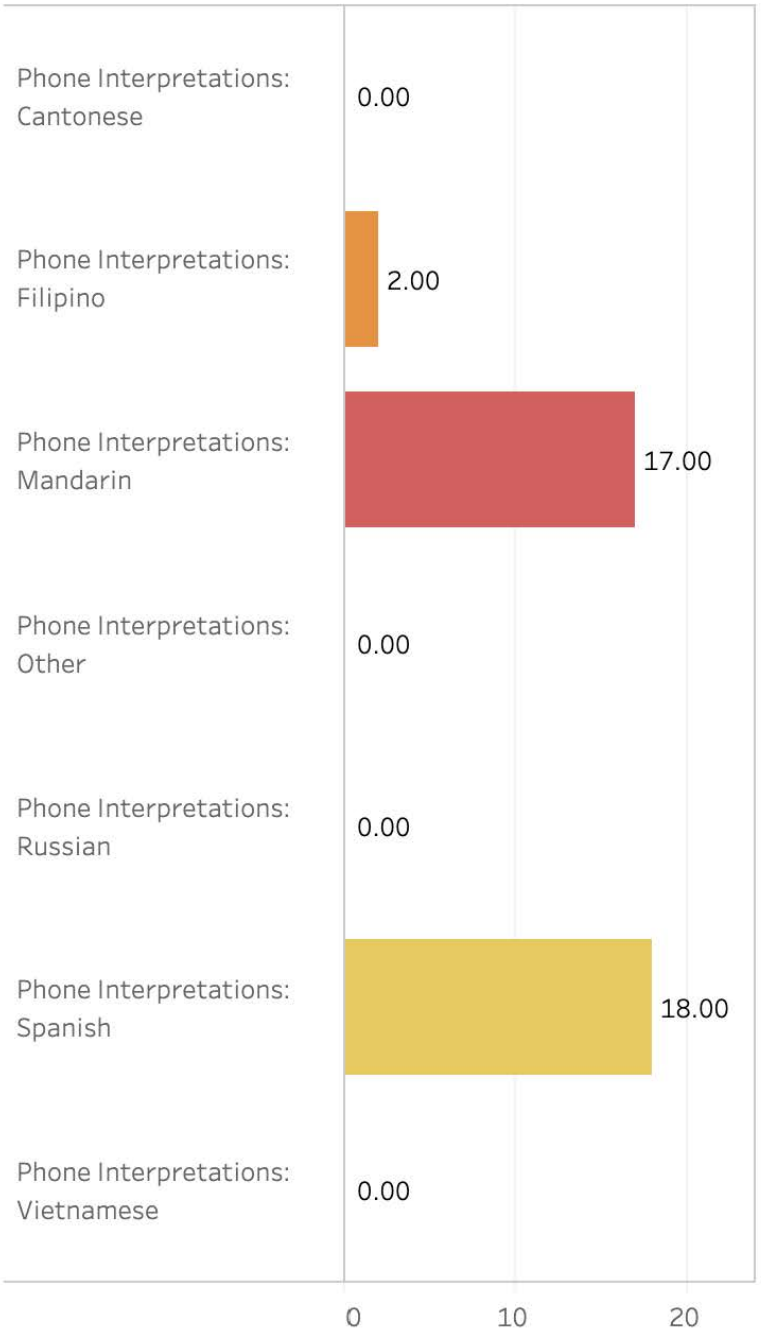
### LEP Clients Served



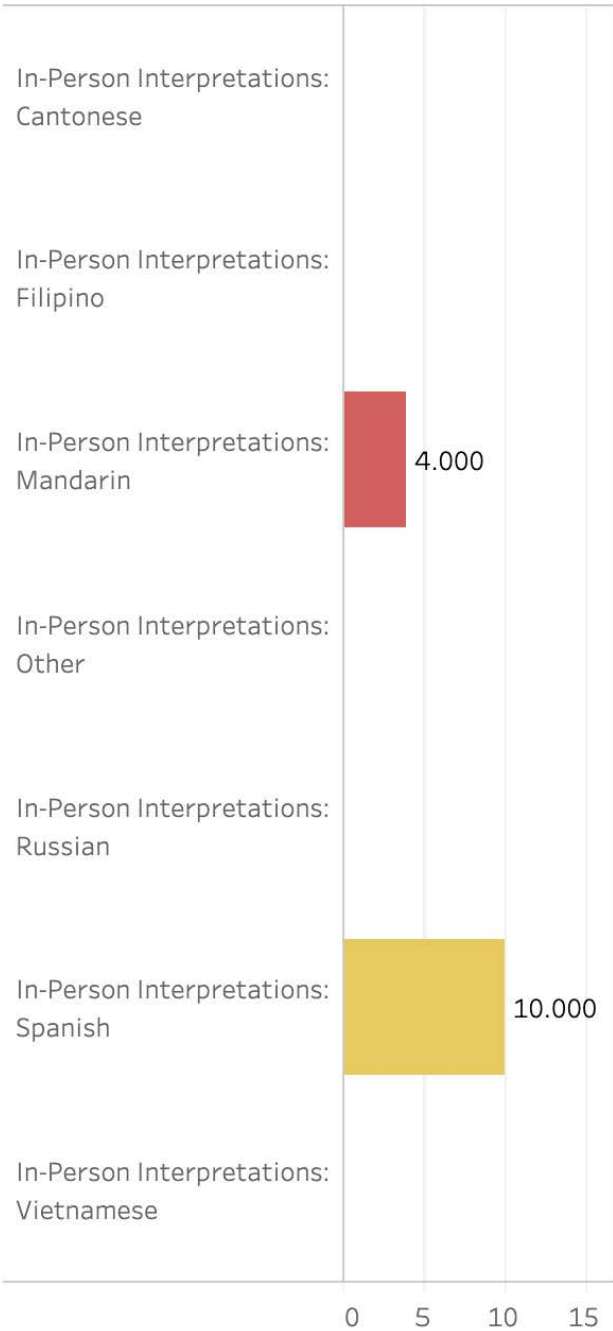
### Translations



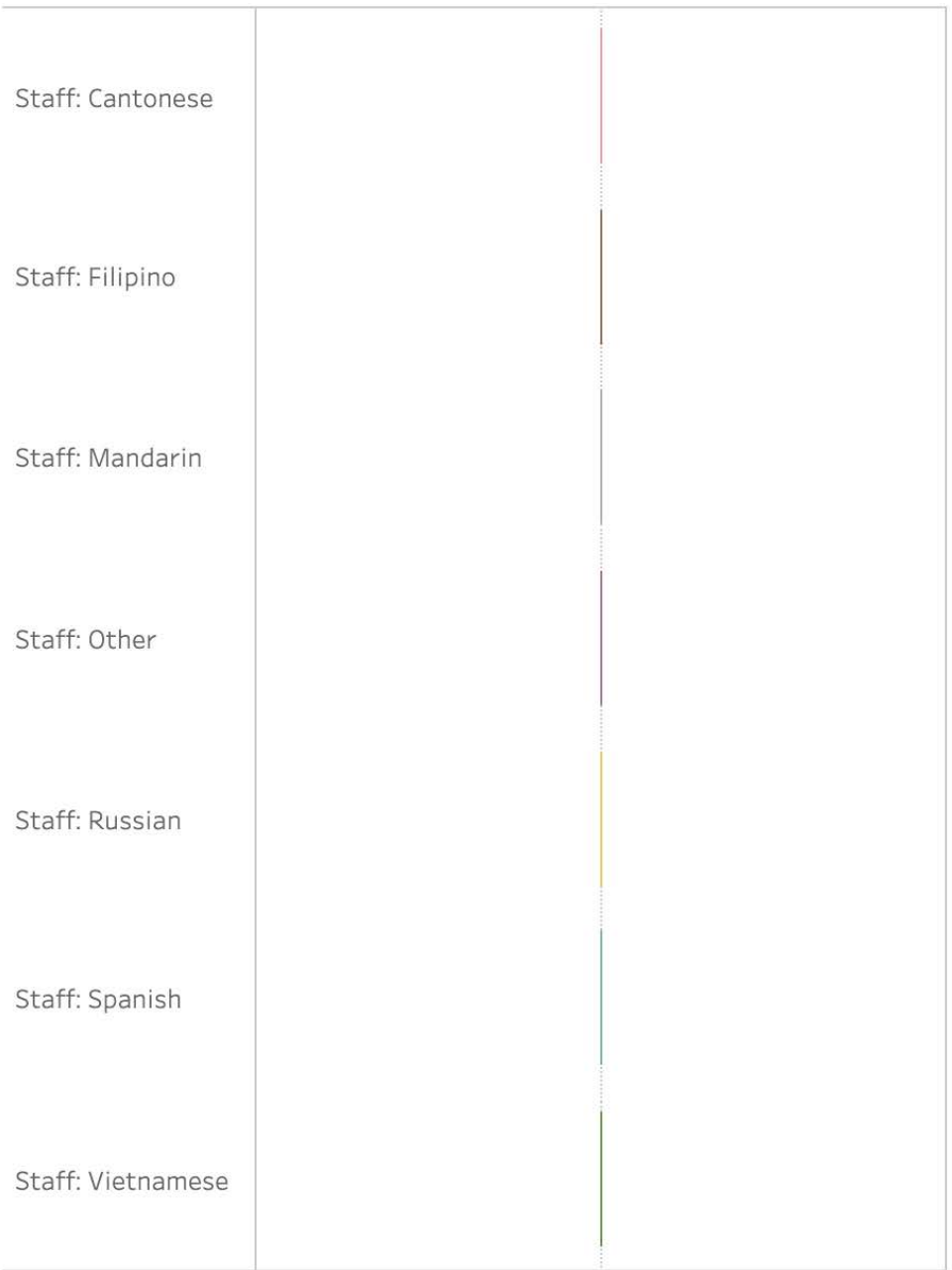
### Telephonic Interpretations



### In-Person Interpretations



### All Multilingual Staff



### Certified Multilingual Staff

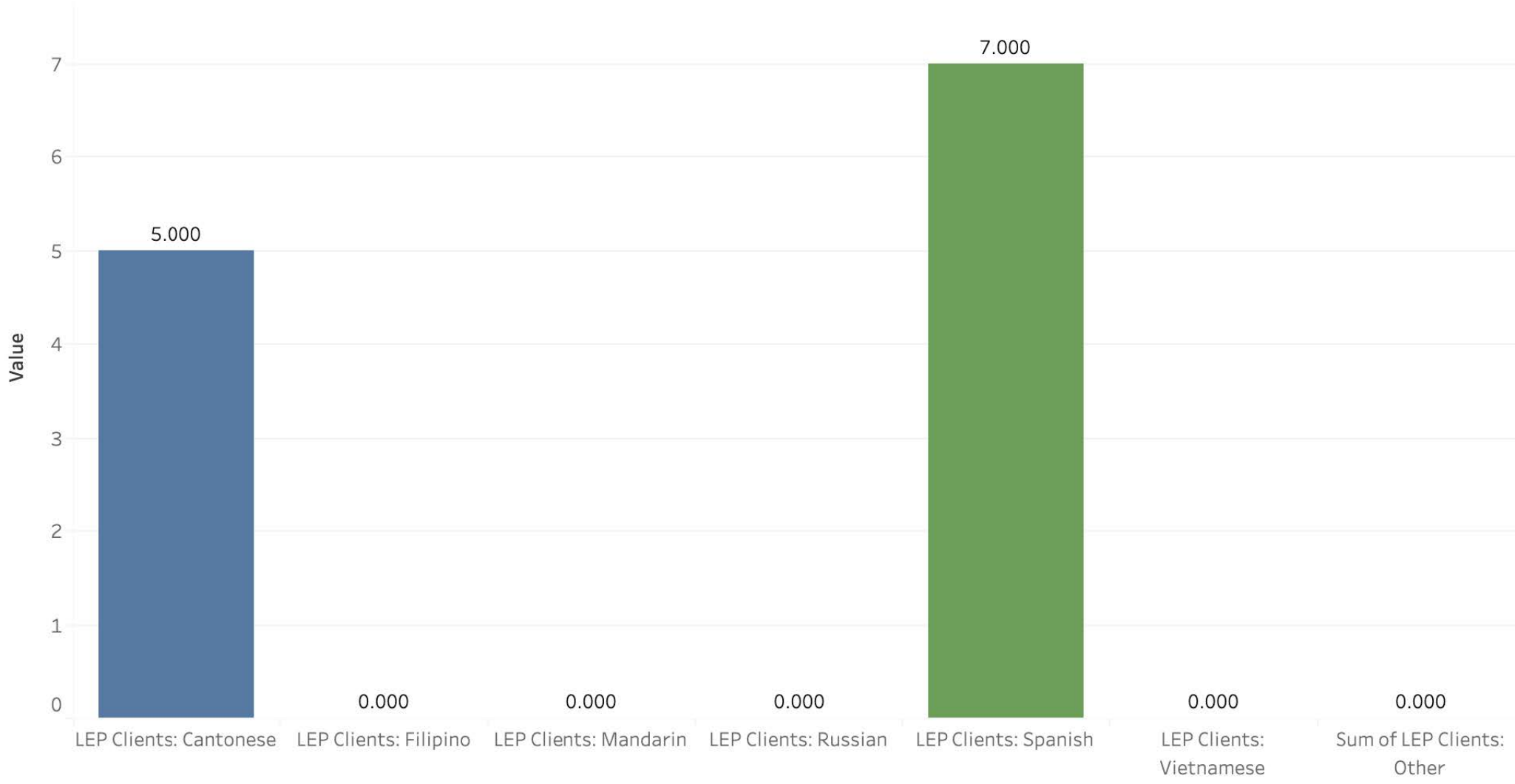


0

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Department  
Mayor's Office on Disability

### LEP Clients Served





### Translations

Translations: Chinese
Translations: Filipino
Translations: Russian
Translations: Spanish
Translations: Vietnamese

### Telephonic Interpretations



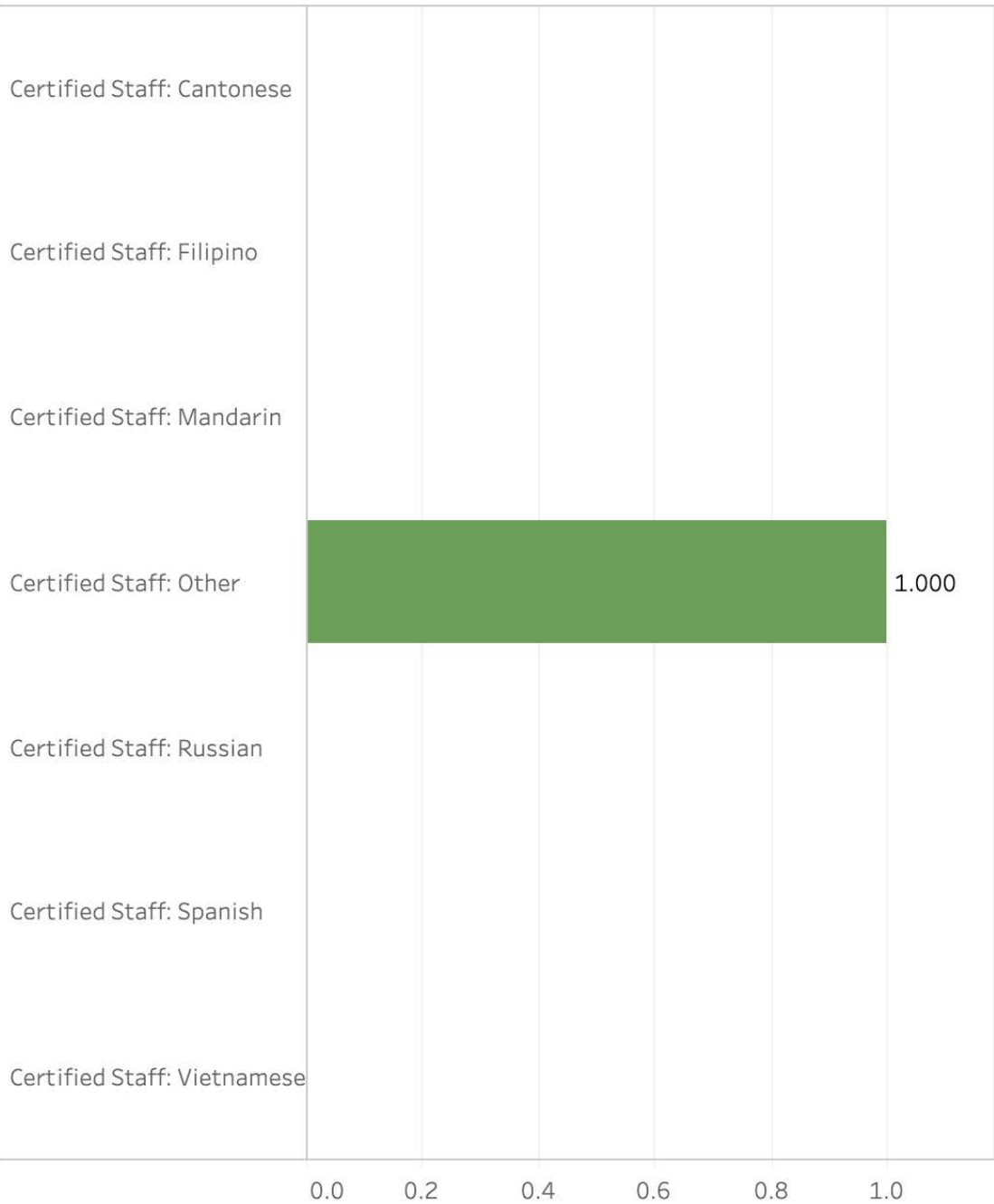
### In-Person Interpretations

In-Person Interpretations: Cantonese
In-Person Interpretations: Filipino
In-Person Interpretations: Mandarin
In-Person Interpretations: Other
In-Person Interpretations: Russian
In-Person Interpretations: Spanish
In-Person Interpretations: Vietnamese

### All Multilingual Staff



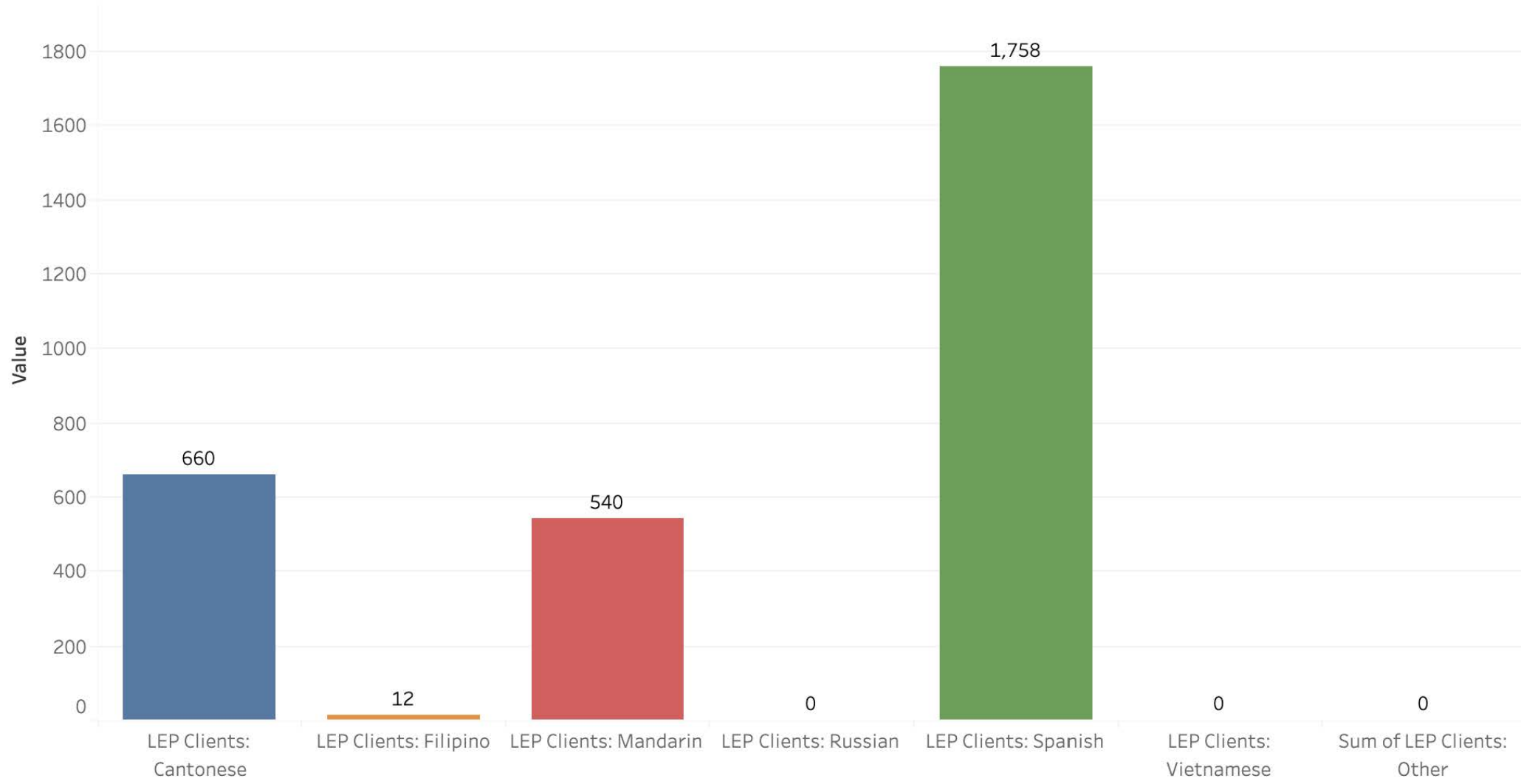
### Certified Multilingual Staff



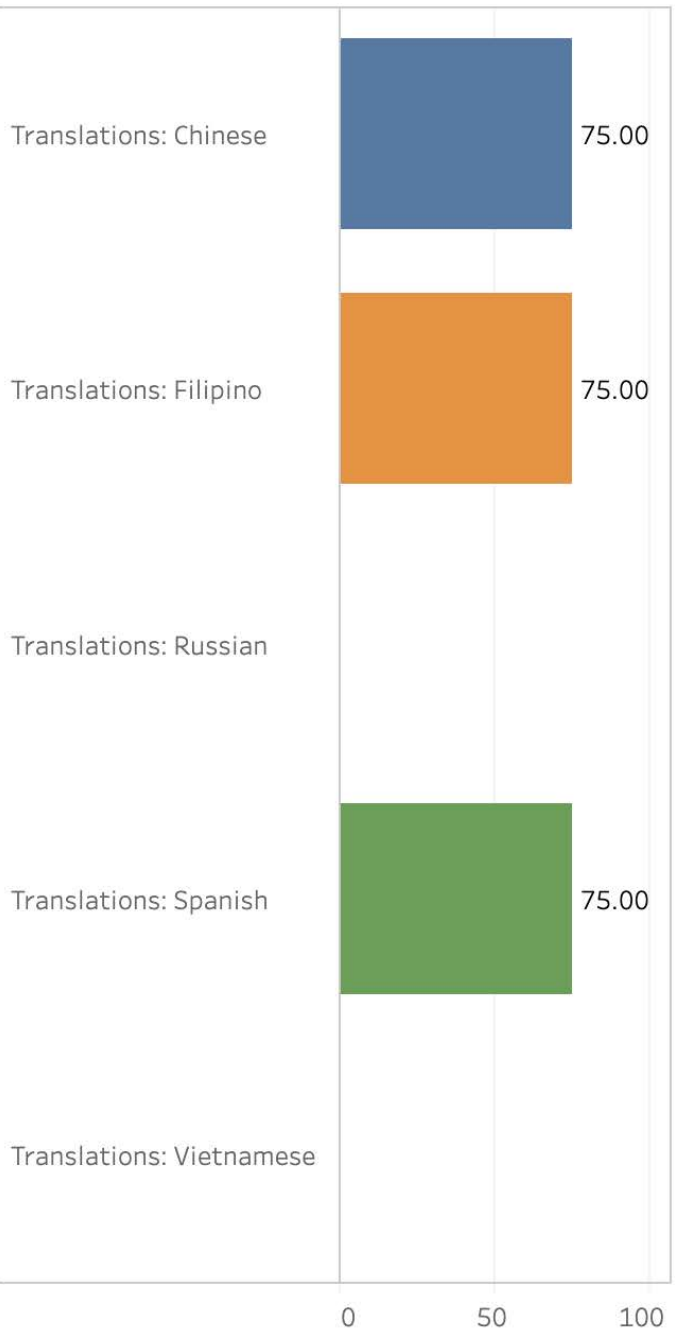
Department

Mayor's Office of Housing and Community Development

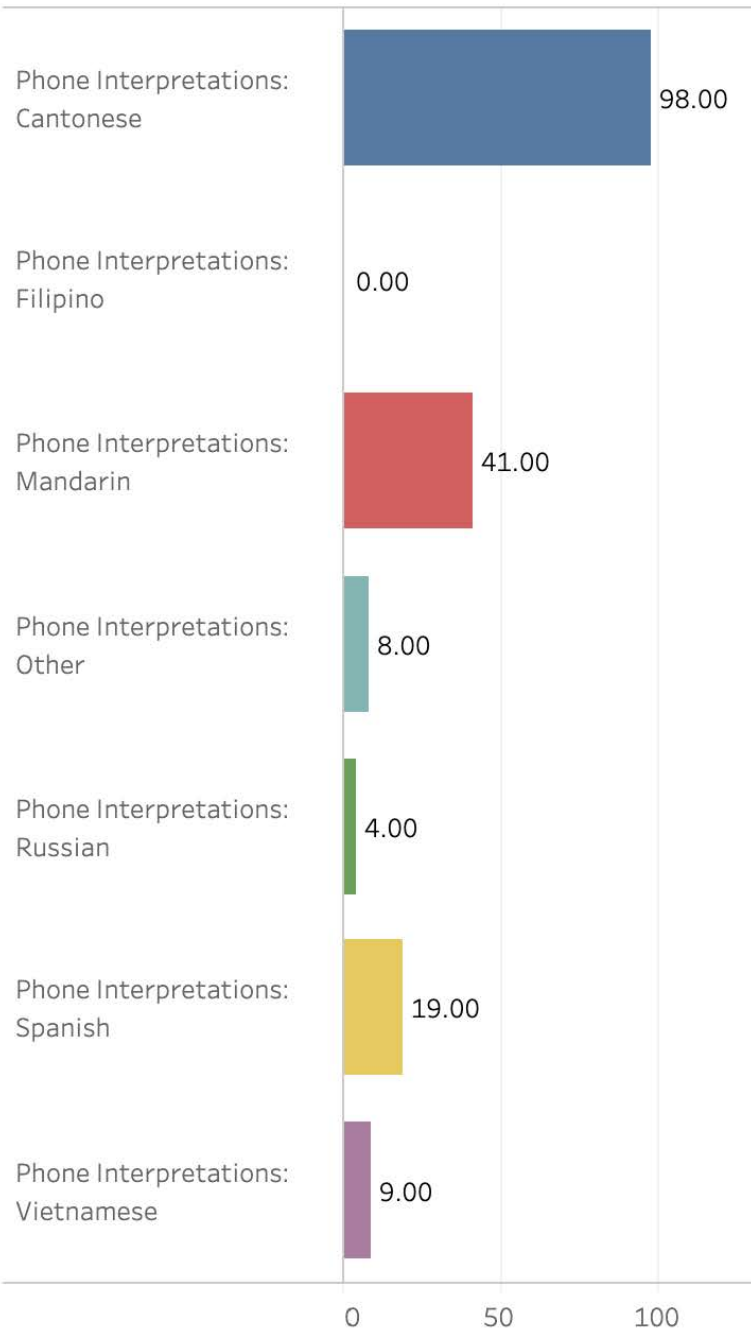
LEP Clients Served



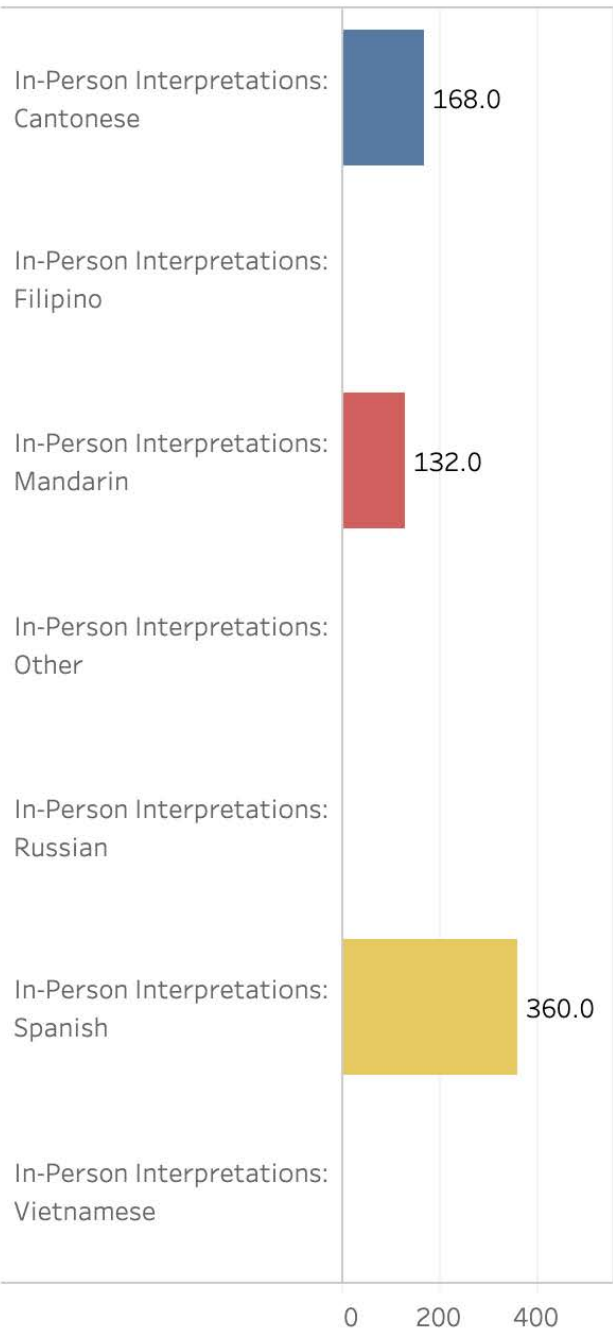
### Translations



### Telephonic Interpretations



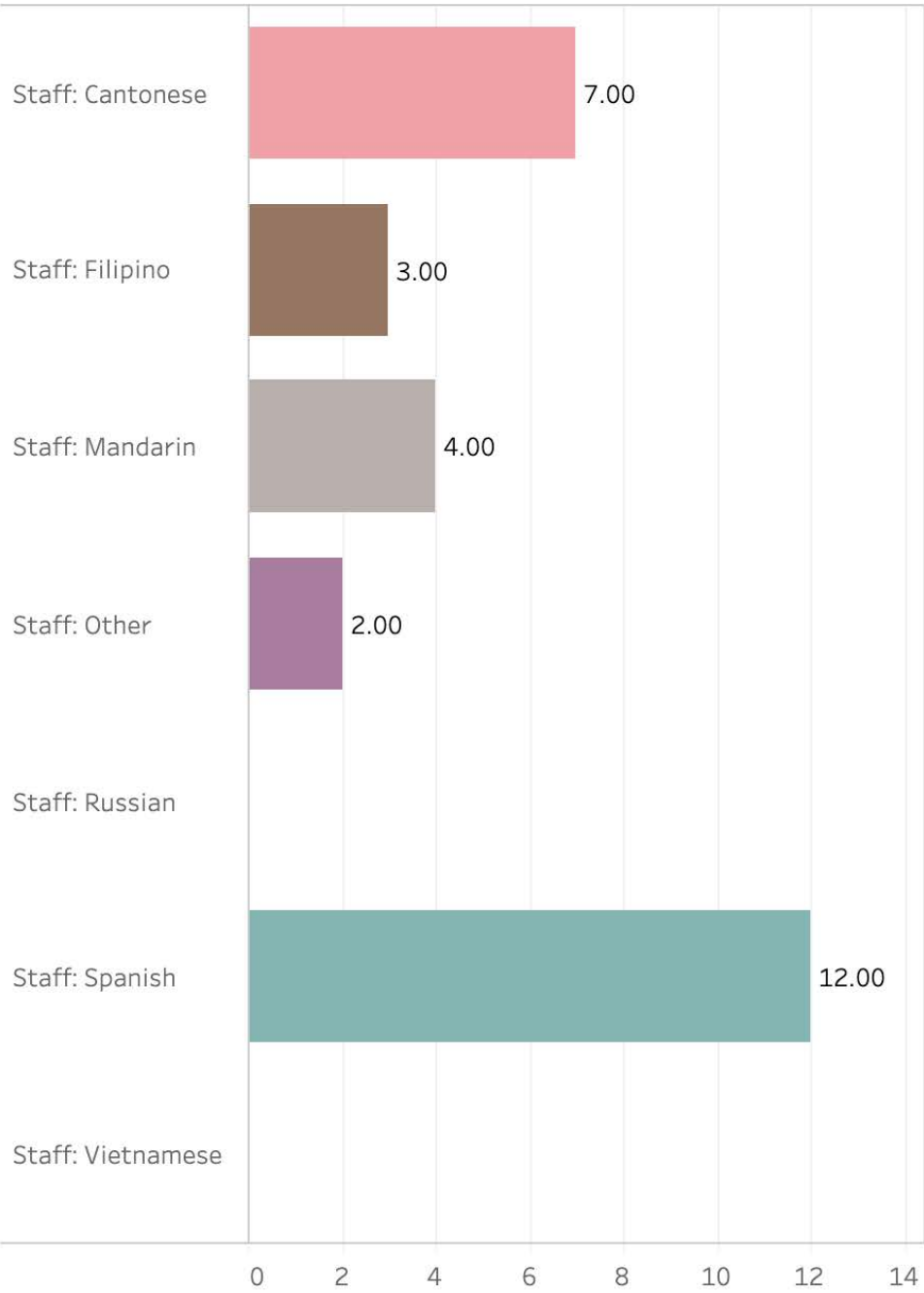
### In-Person Interpretations



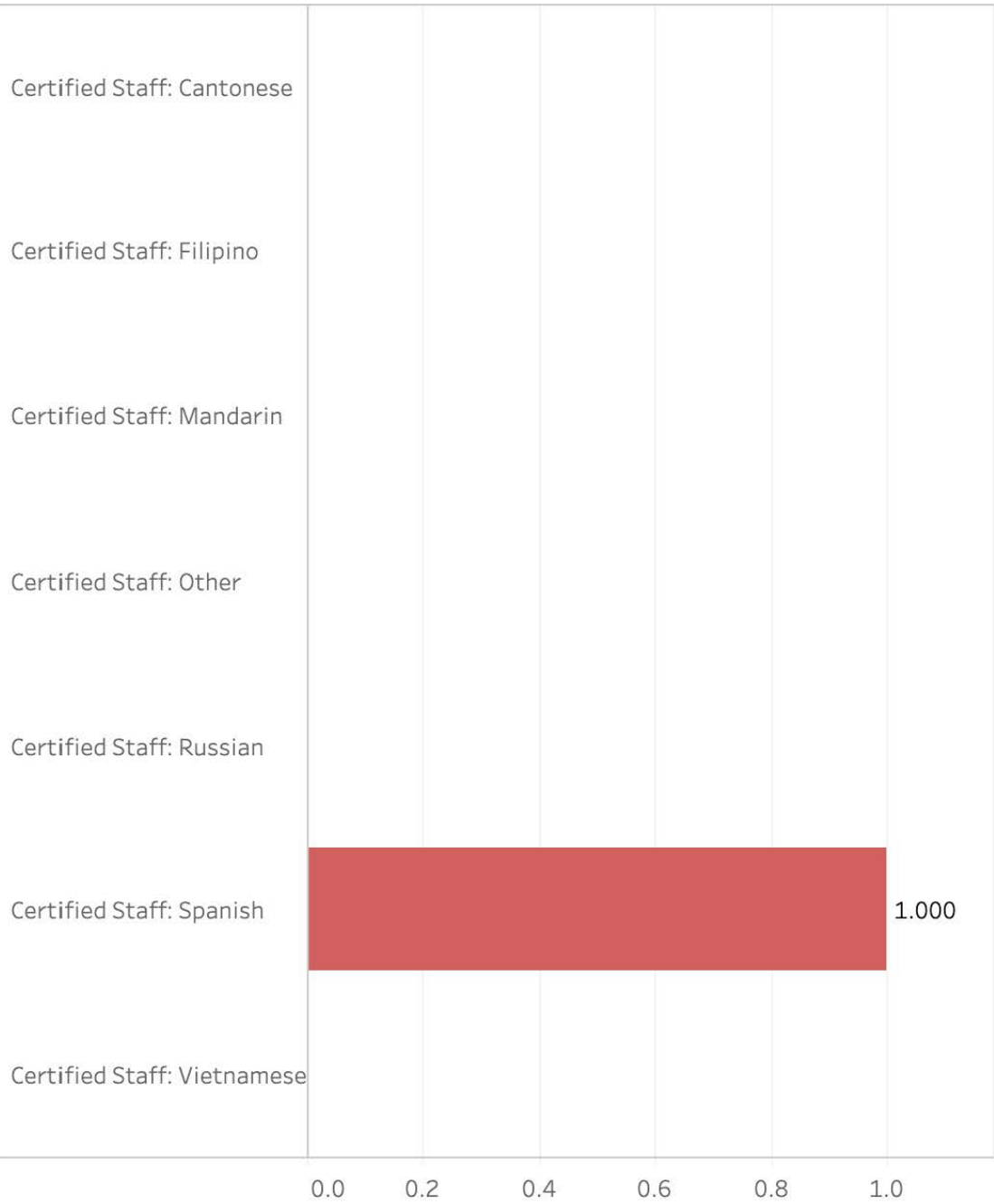
Department

Mayor's Office of Housing and Community Development

### All Multilingual Staff



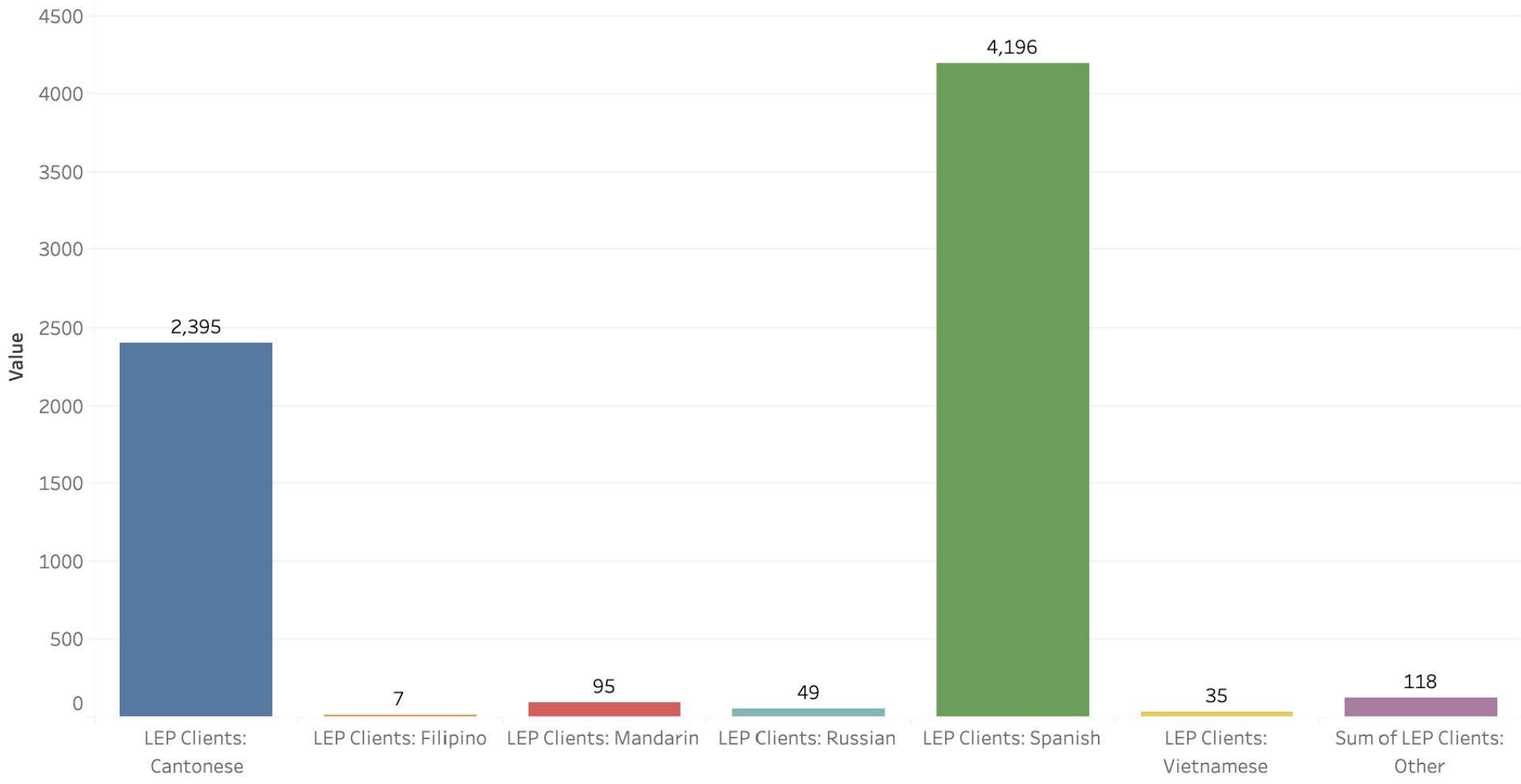
### Certified Multilingual Staff



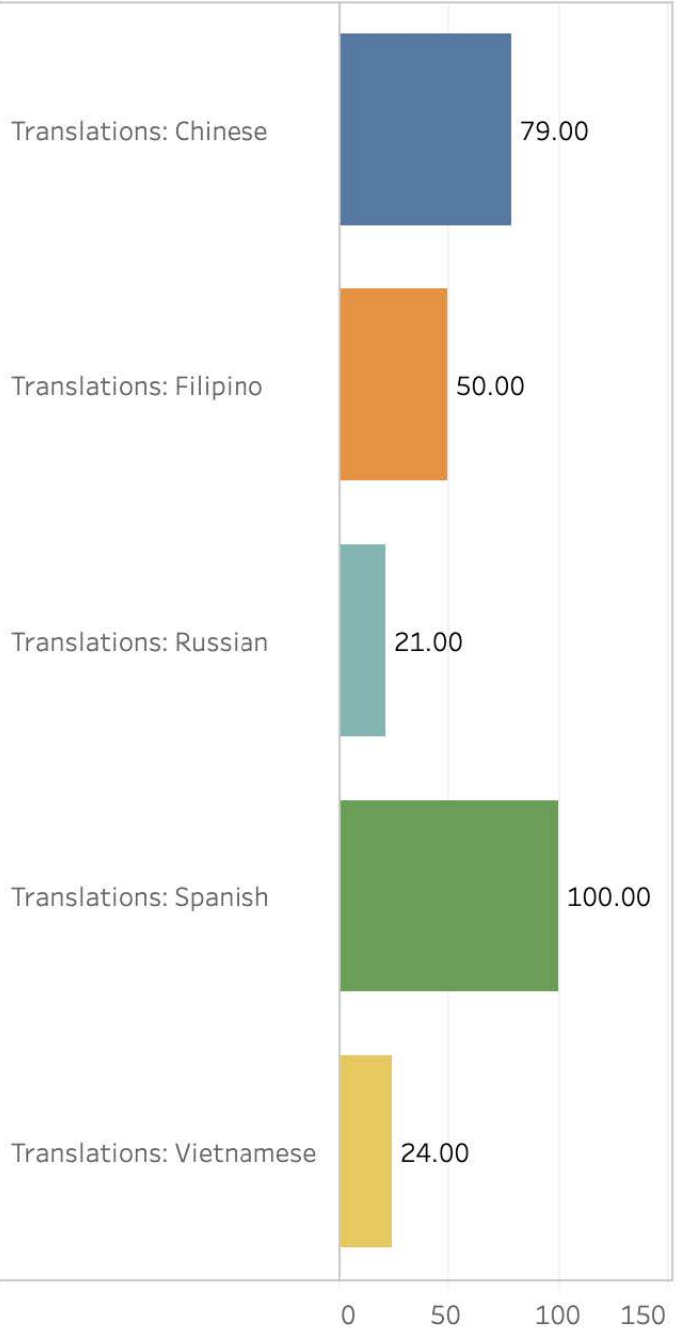
Department

Municipal Transportation Agency (MTA) ▼

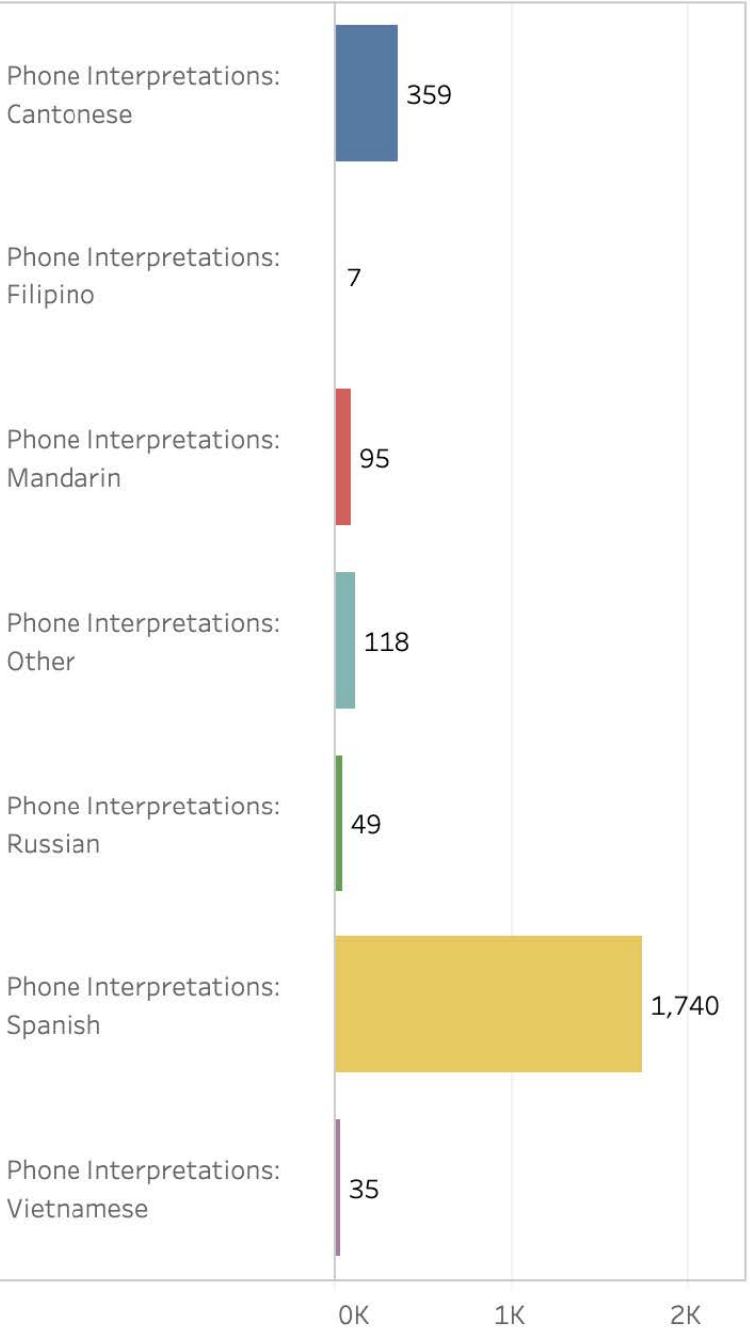
### LEP Clients Served



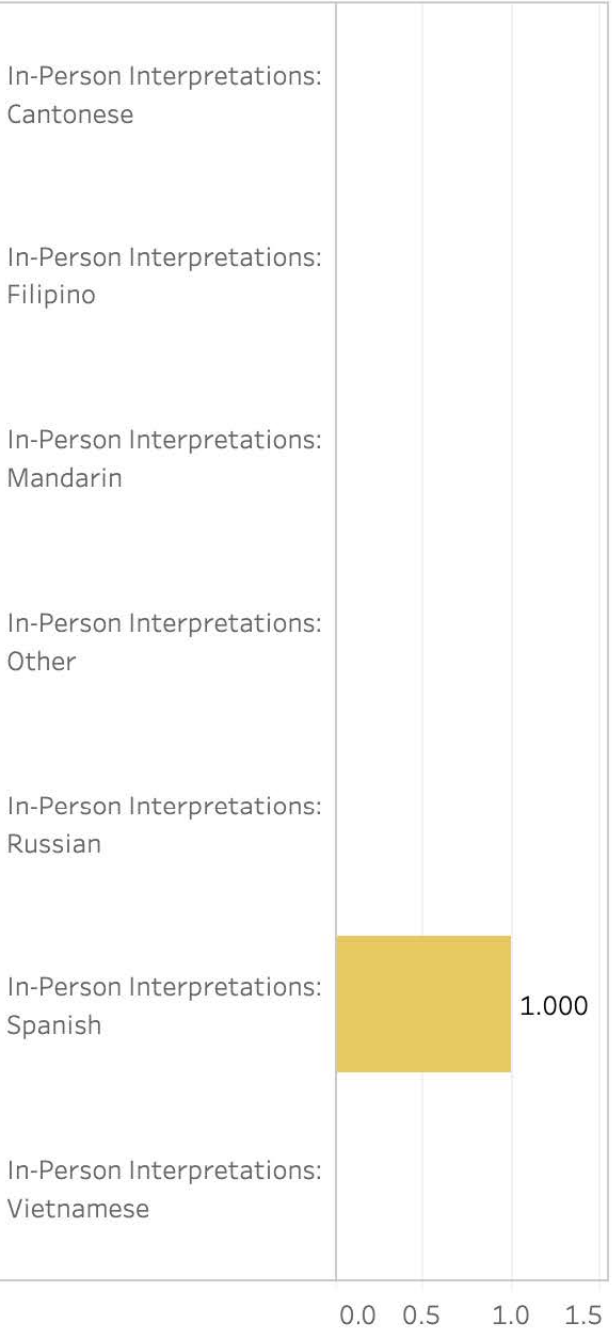
### Translations



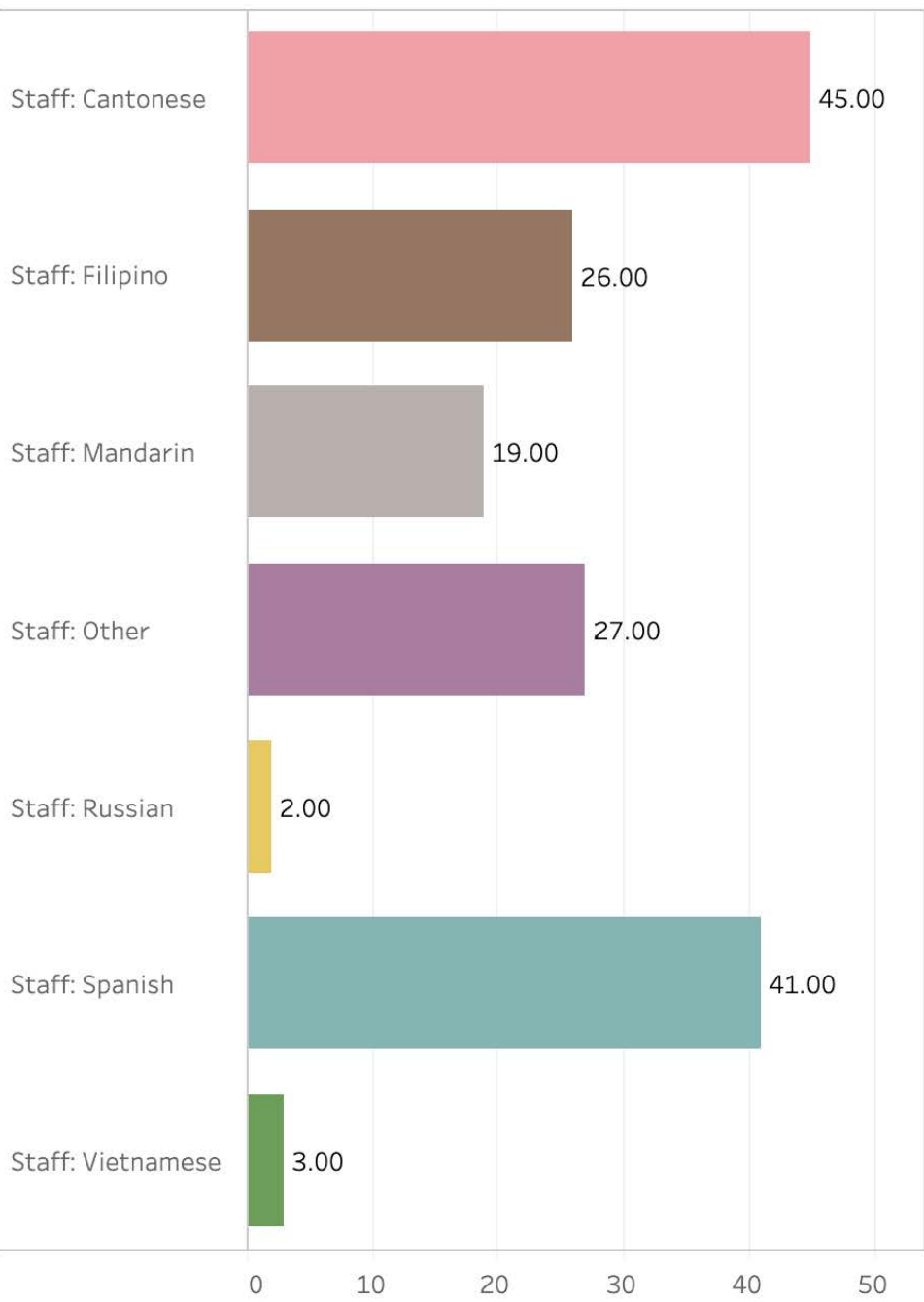
### Telephonic Interpretations



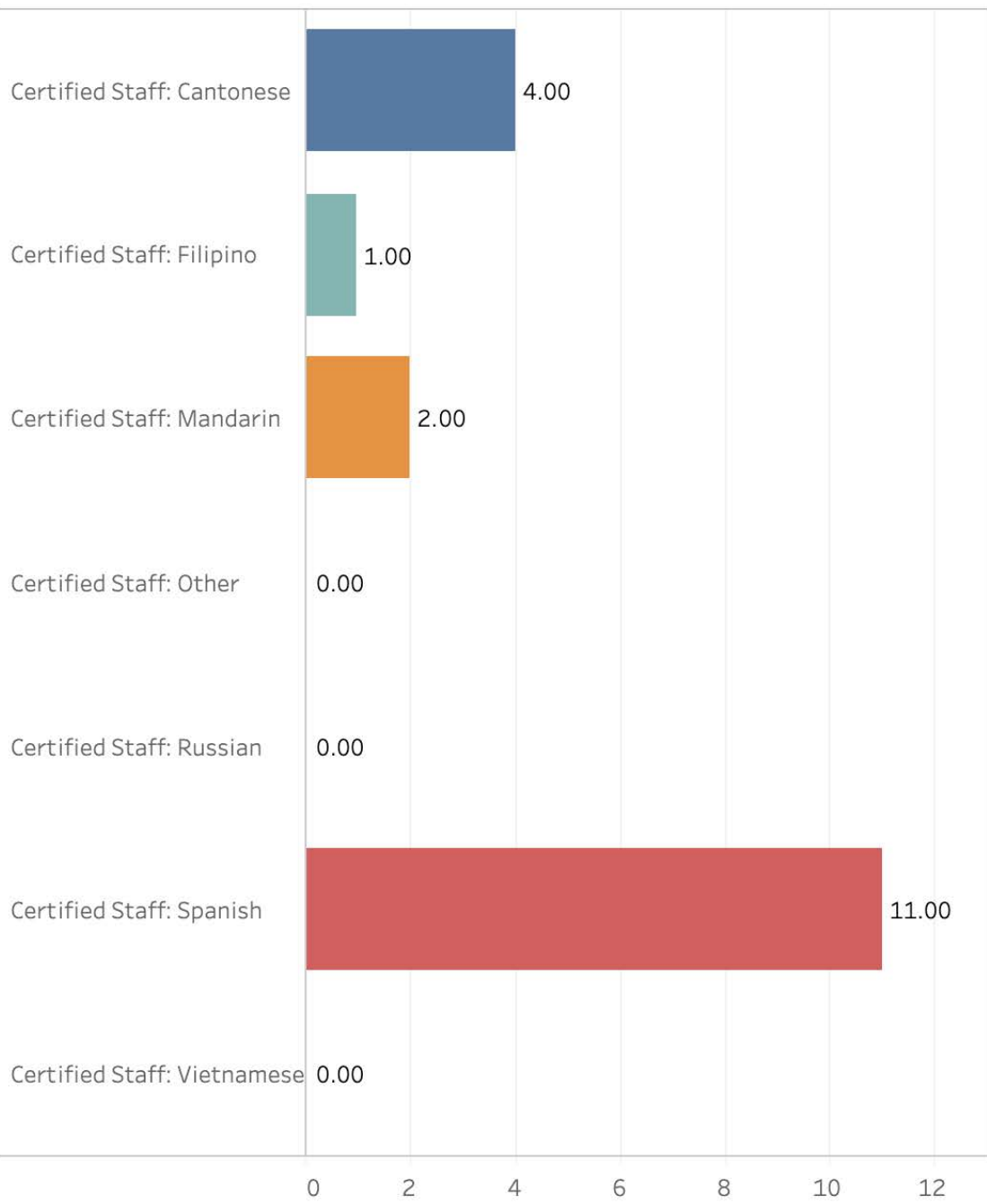
### In-Person Interpretations



### All Multilingual Staff



### Certified Multilingual Staff

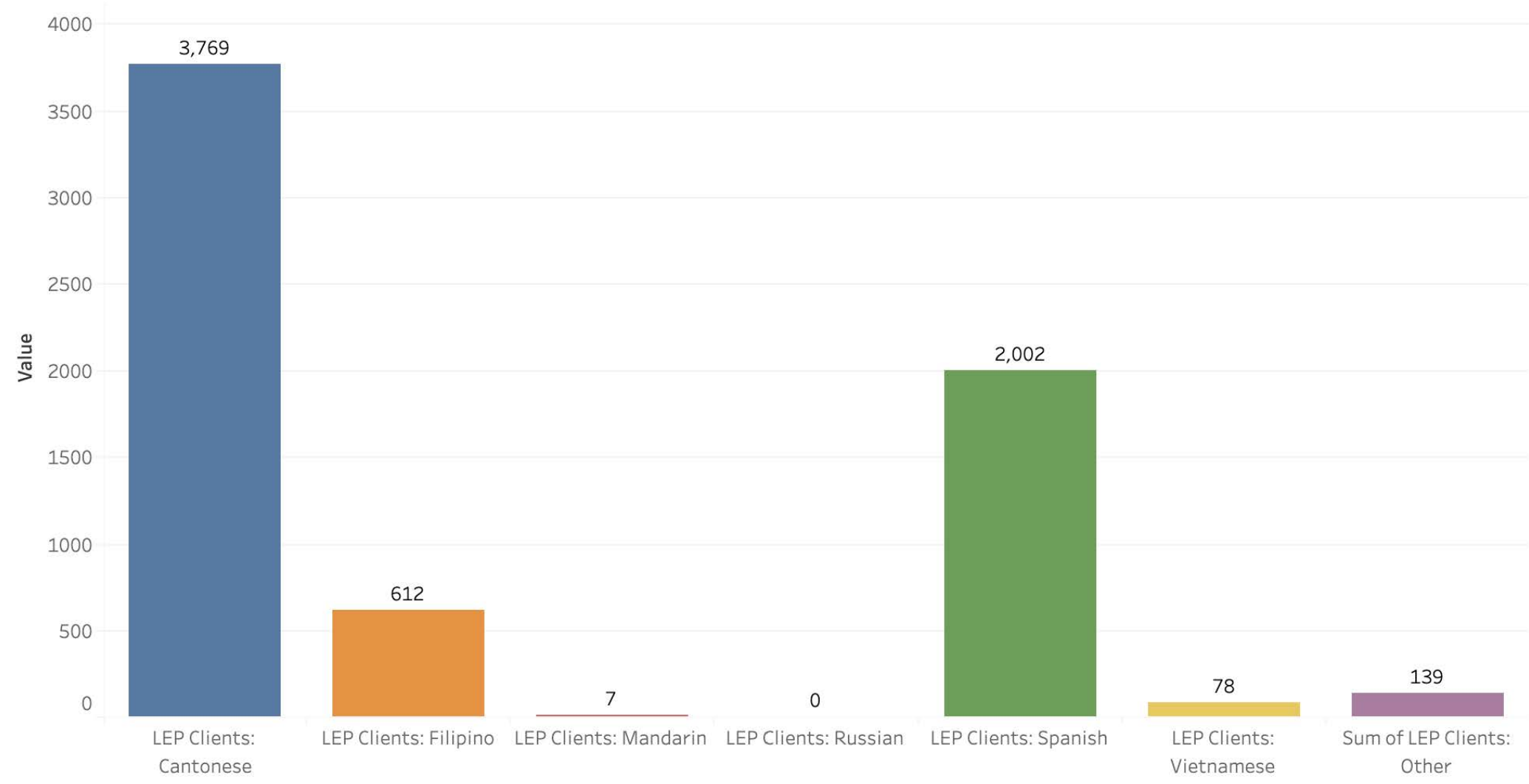




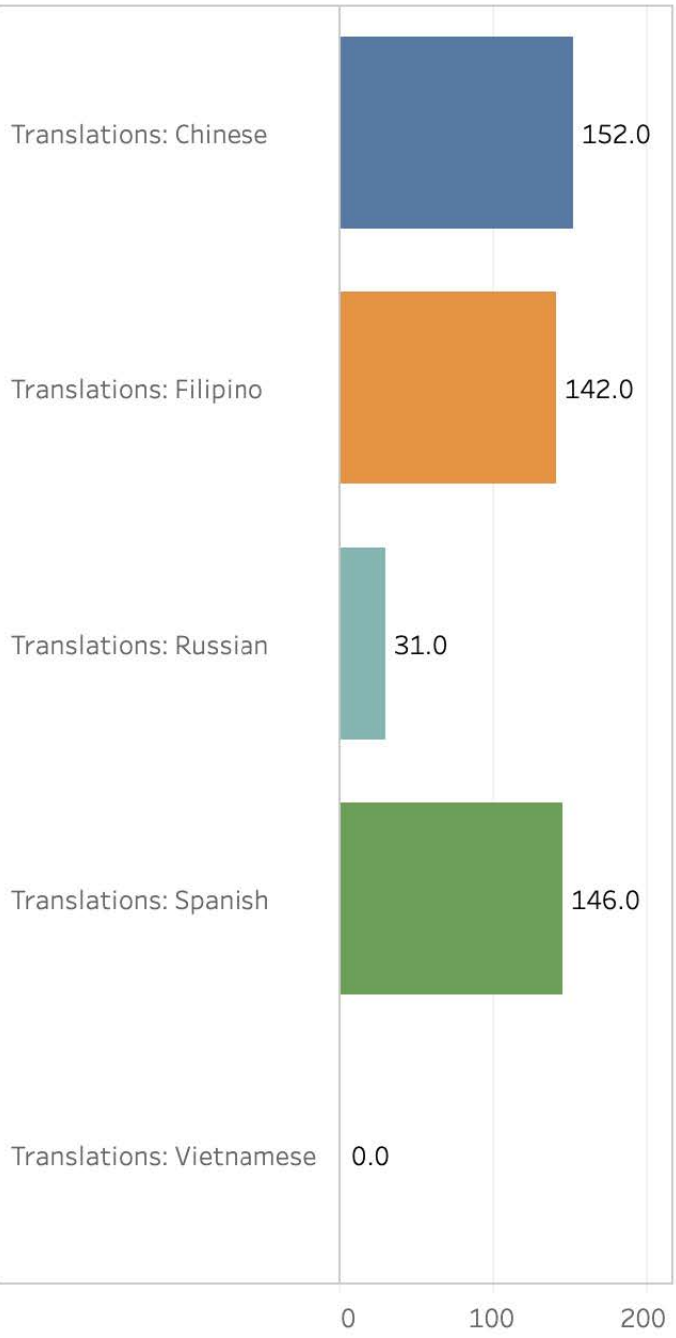
Department

Civic Engagement and Immigrant Affairs (Office of) ▼

### LEP Clients Served



### Translations



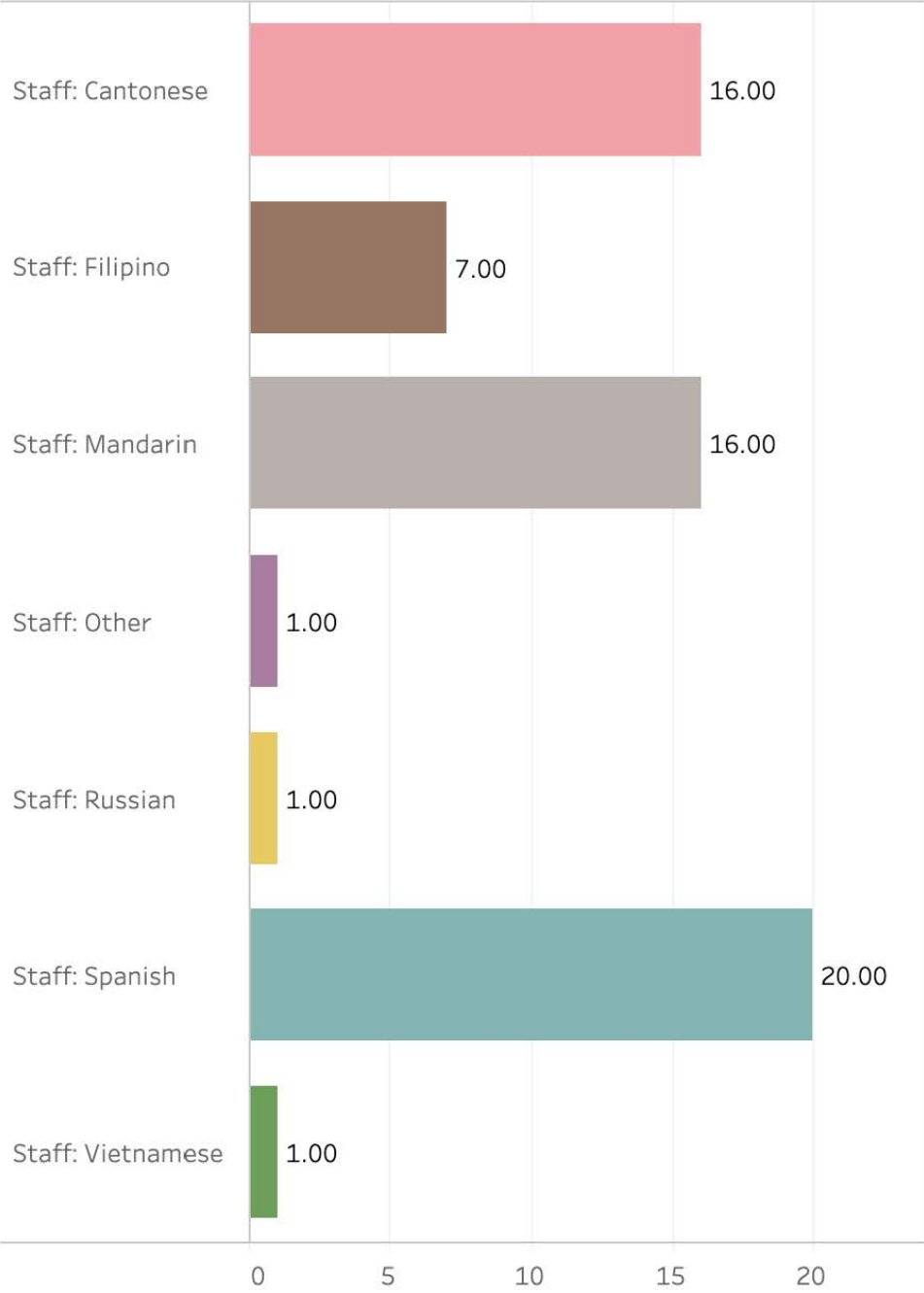
### Telephonic Interpretations



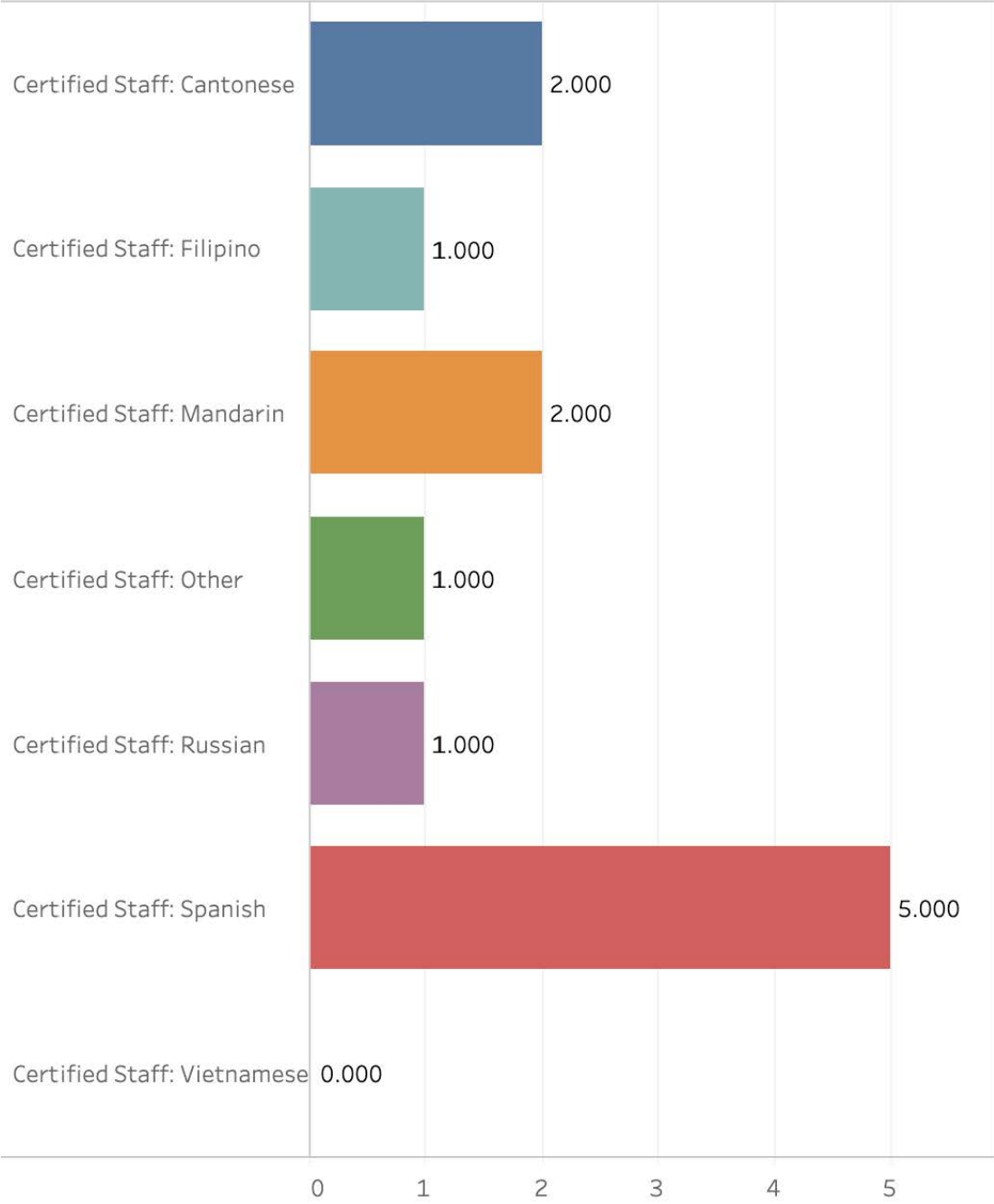
### In-Person Interpretations



### All Multilingual Staff



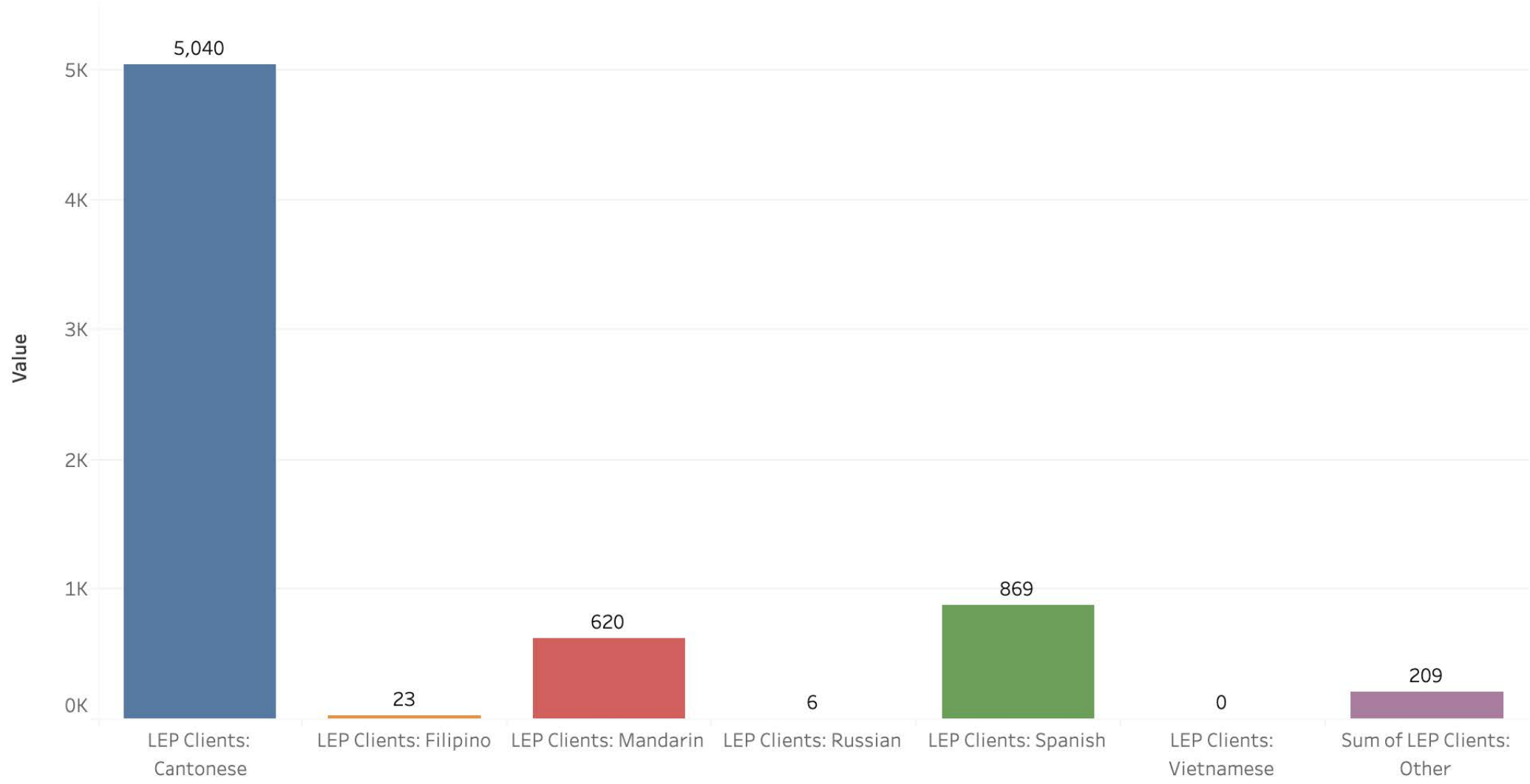
### Certified Multilingual Staff



Department

Office of Economic & Workforce Development (OEWD) ▼

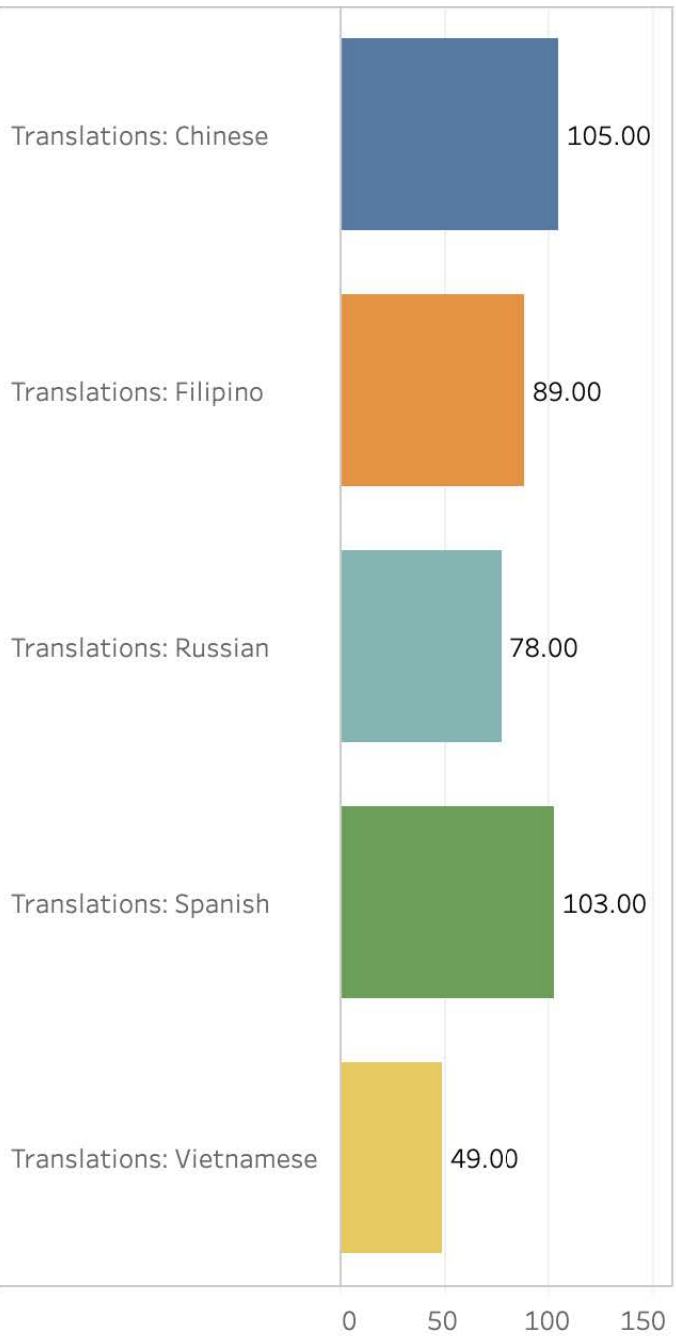
### LEP Clients Served



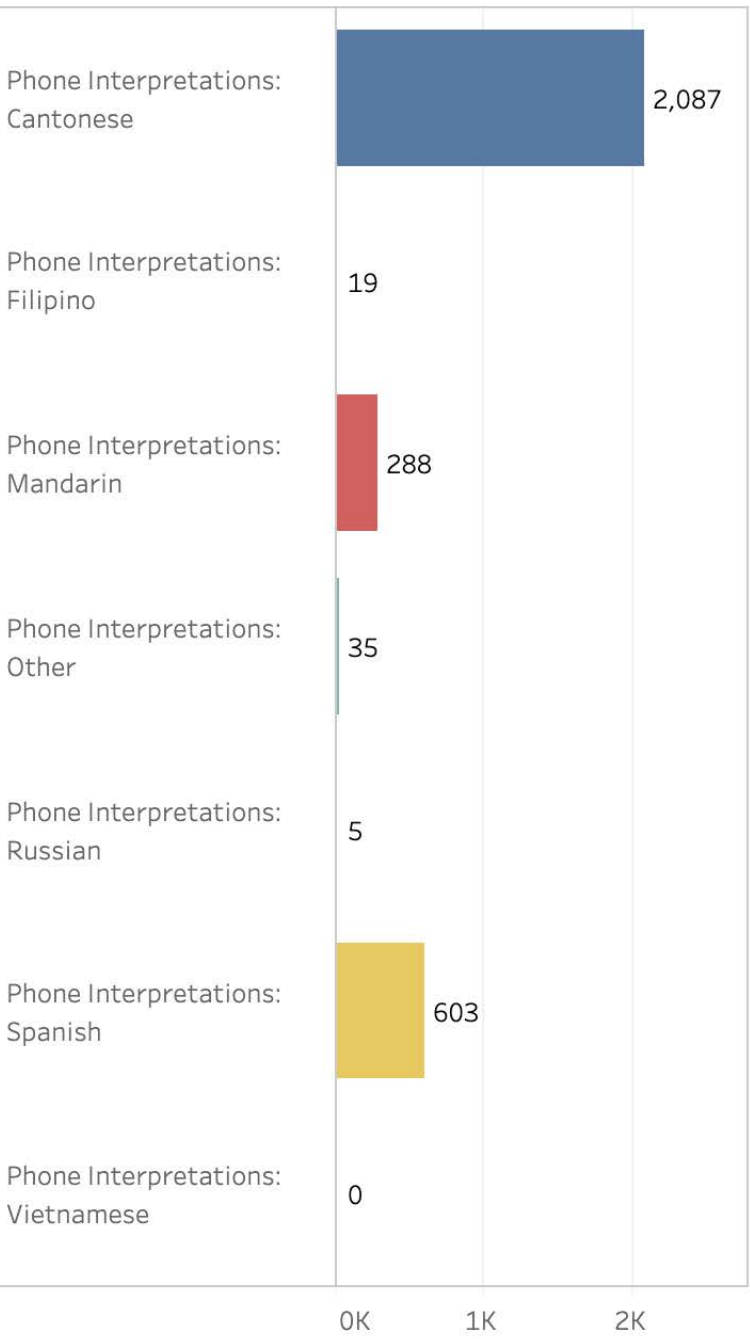
Department

Office of Economic & Workforce Development (OEWD) ▼

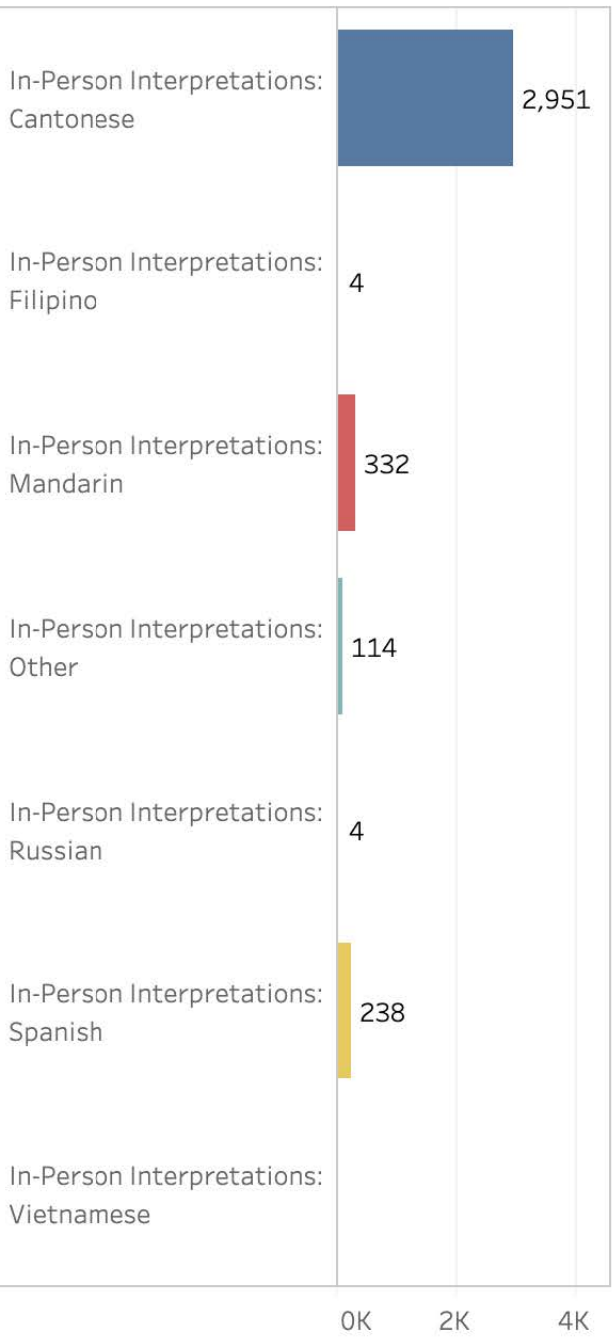
### Translations



### Telephonic Interpretations



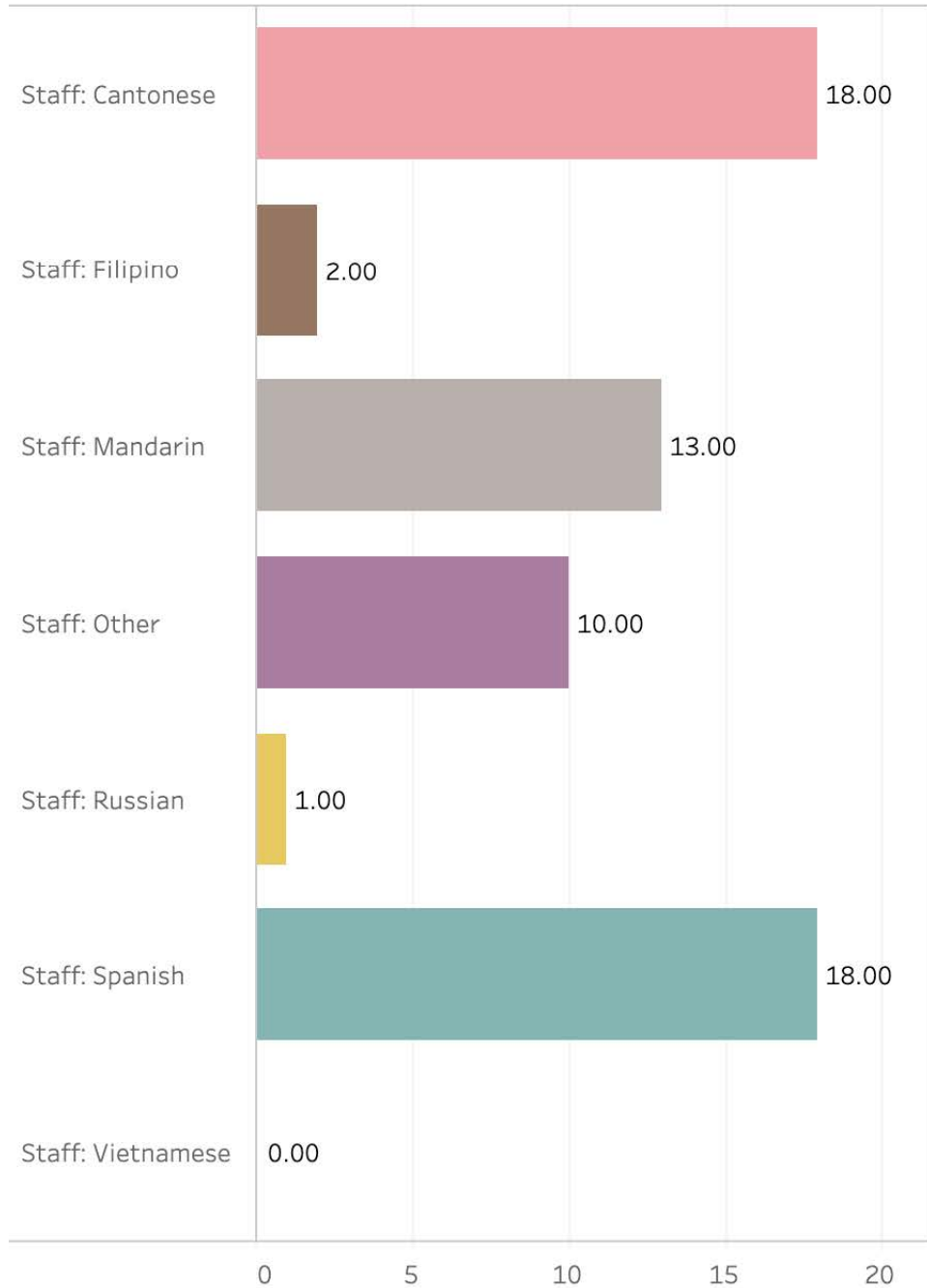
### In-Person Interpretations



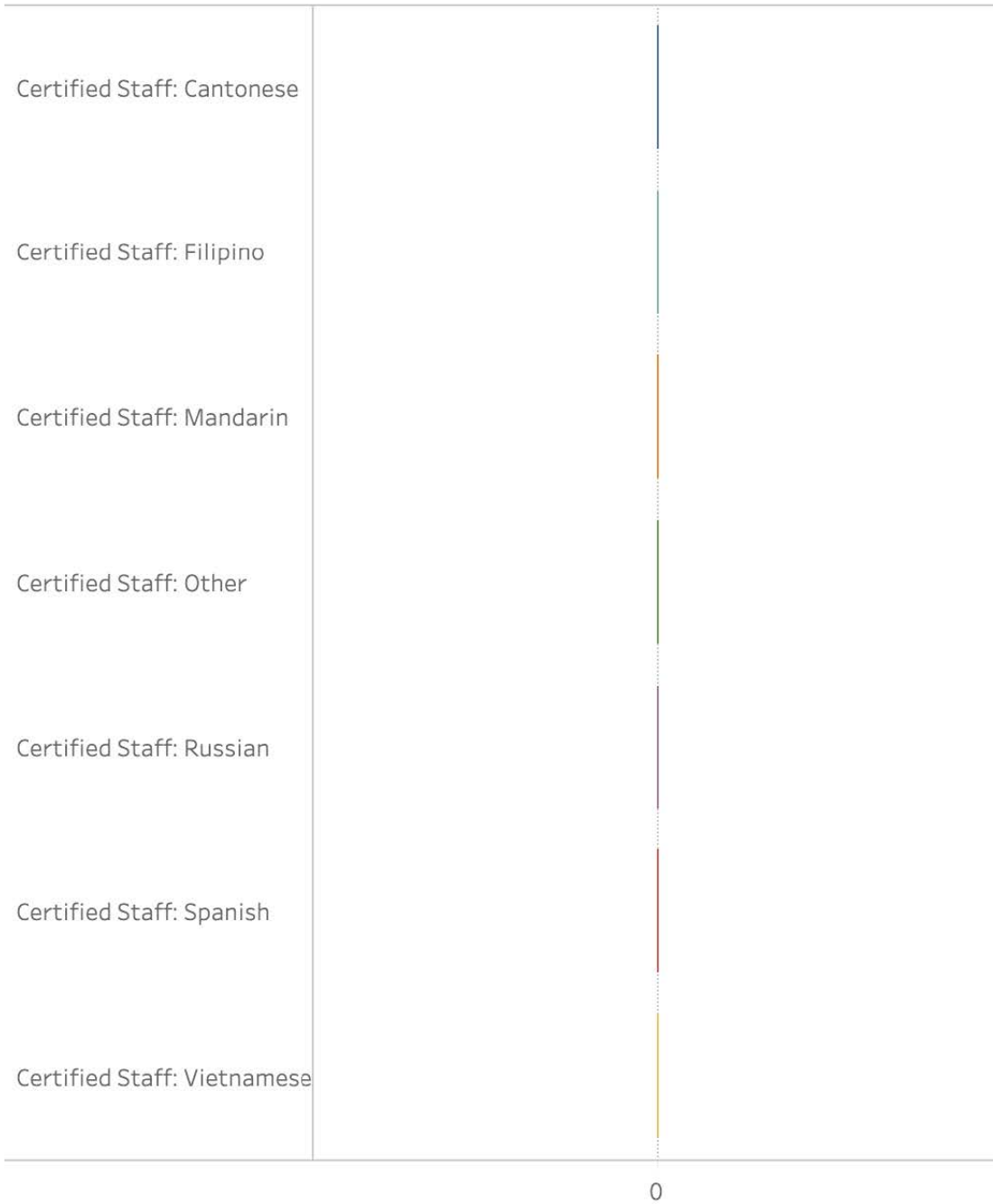
Department

Office of Economic & Workforce Development (OEWD)

### All Multilingual Staff

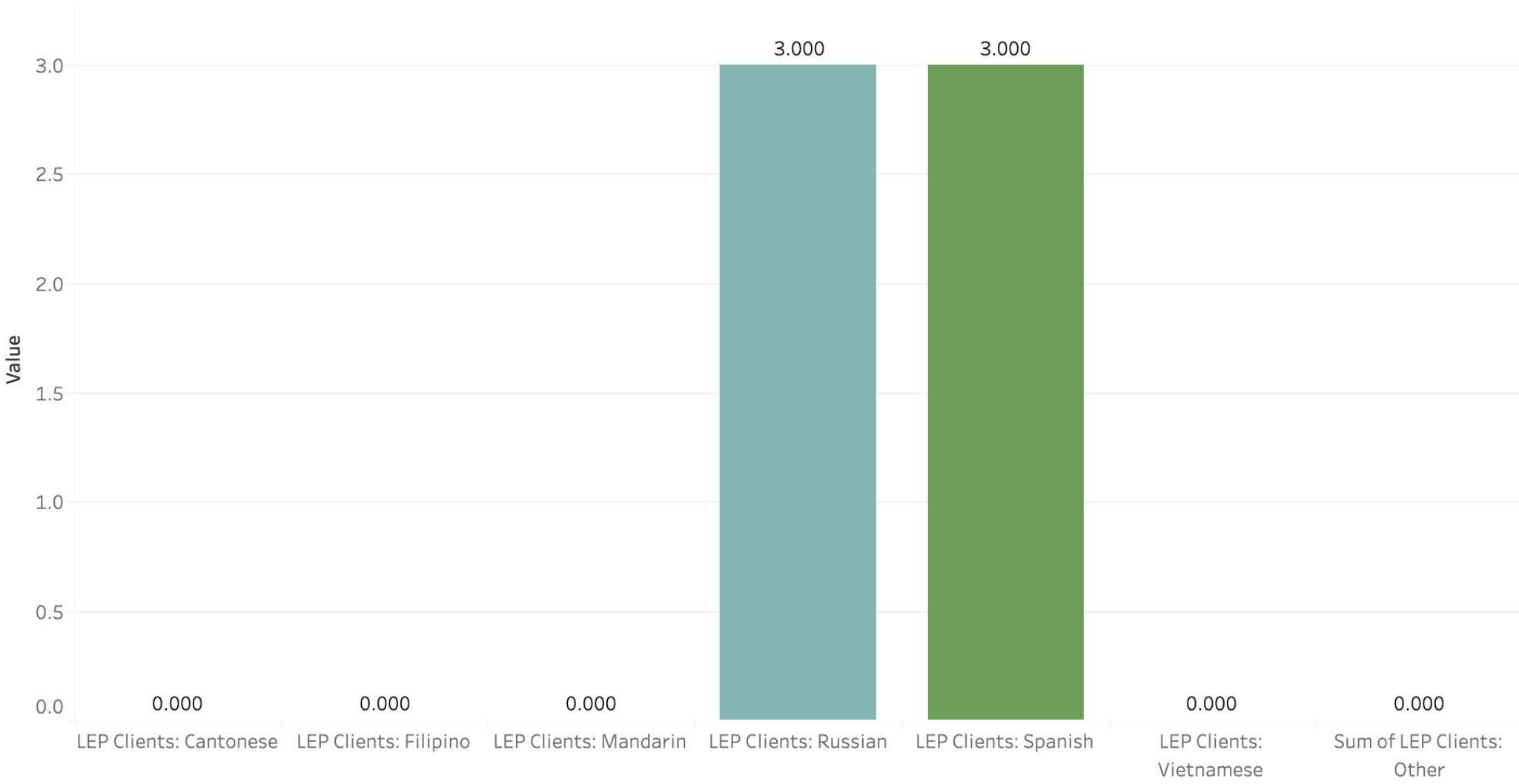


### Certified Multilingual Staff

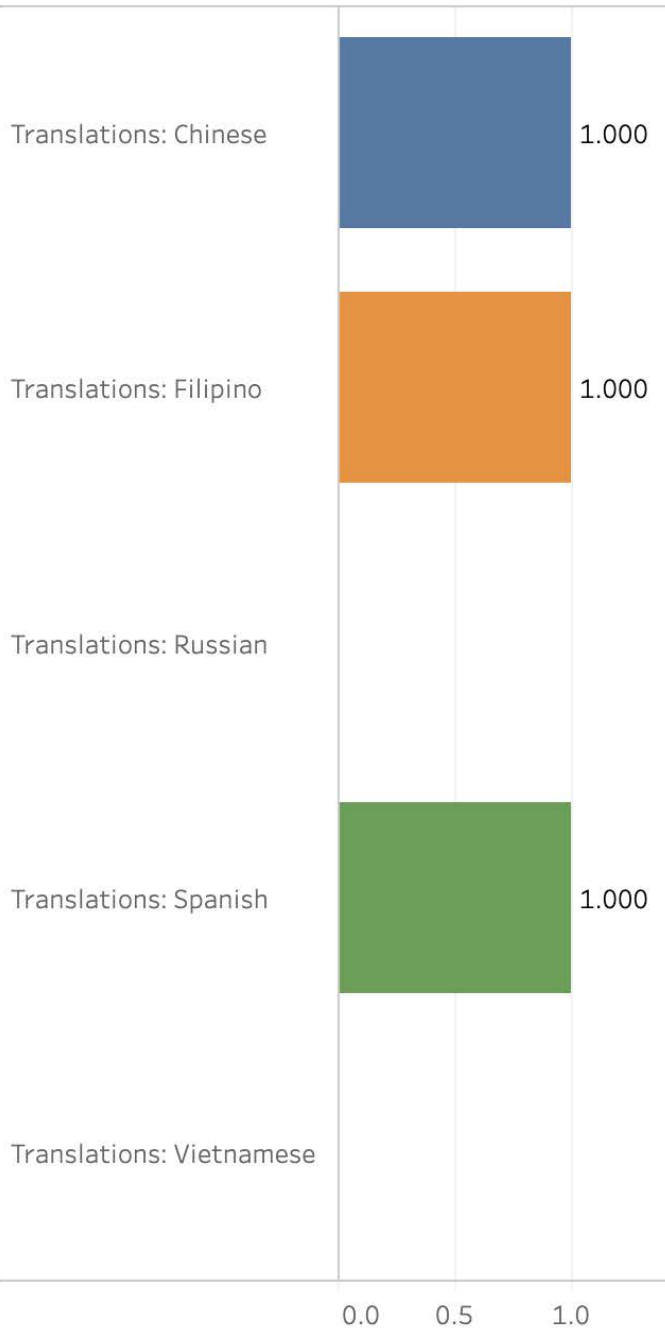


Department  
Office of Cannabis

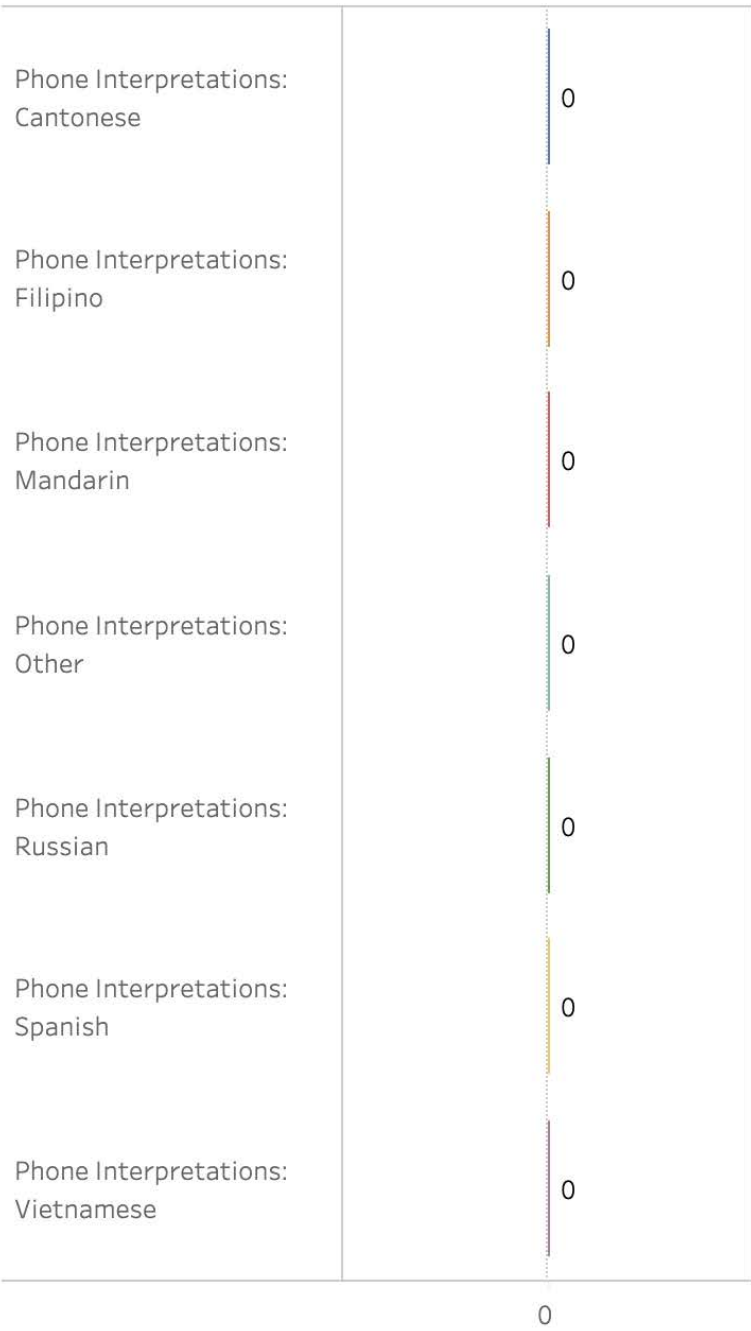
### LEP Clients Served



### Translations



### Telephonic Interpretations

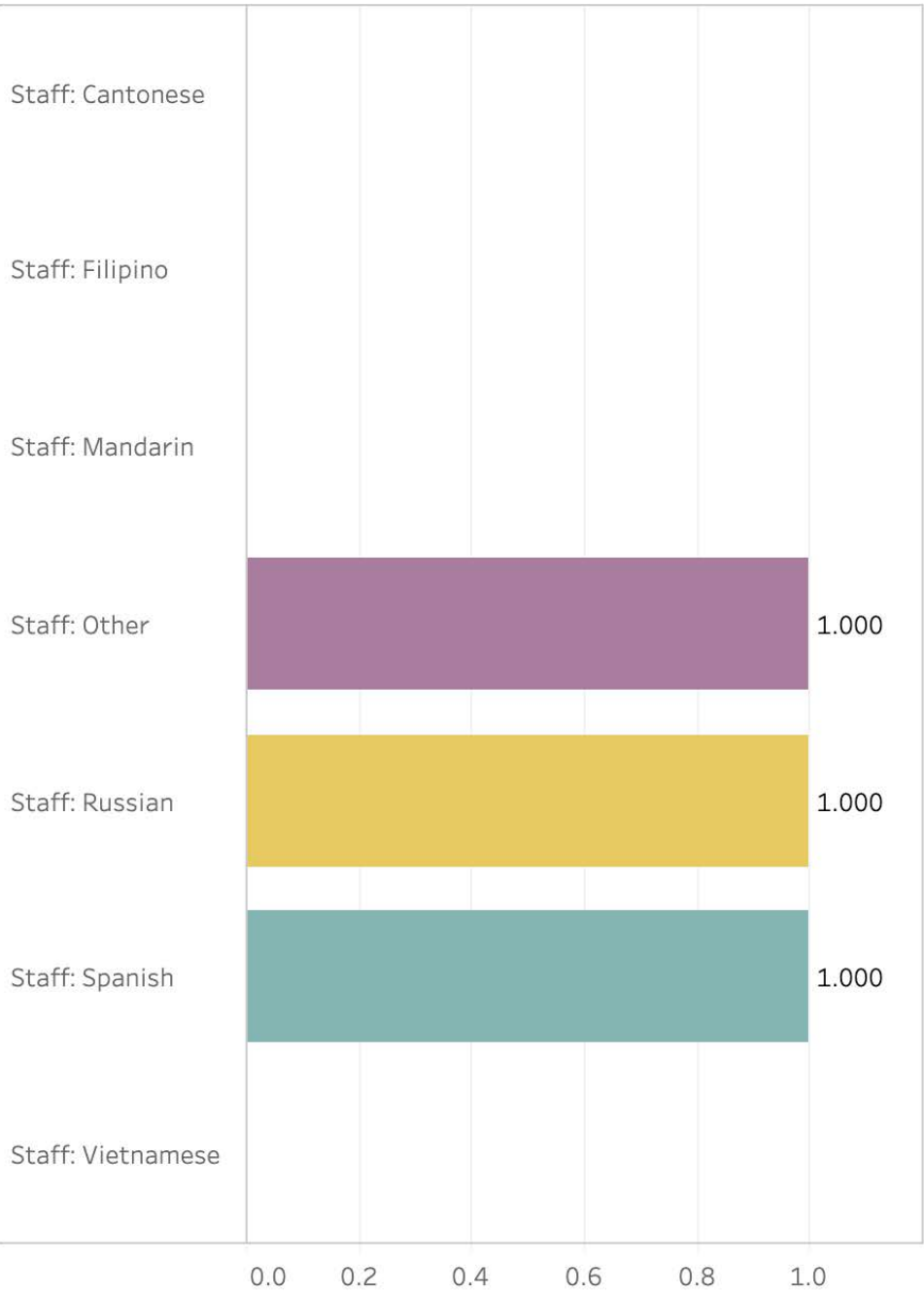


### In-Person Interpretations

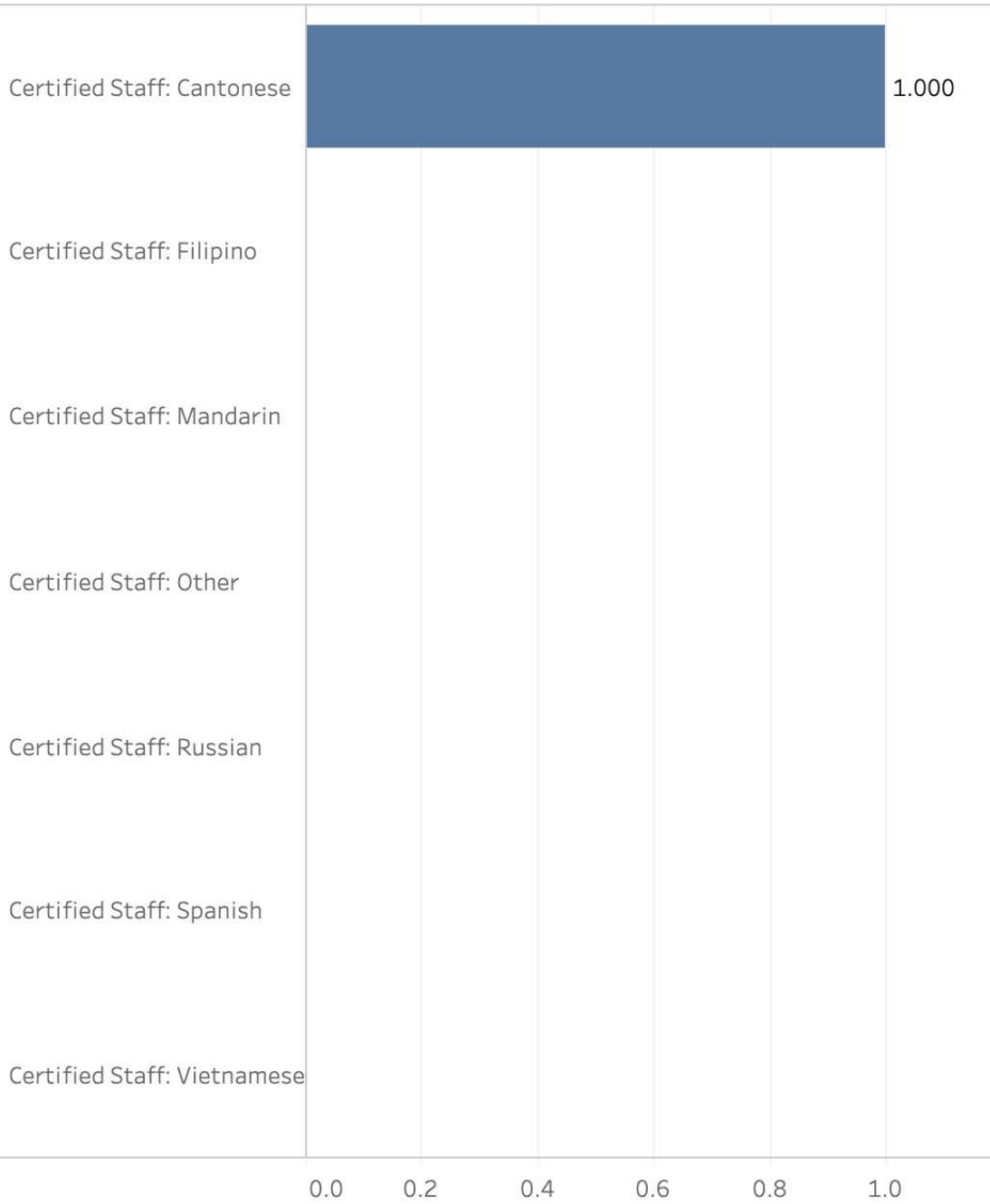




### All Multilingual Staff



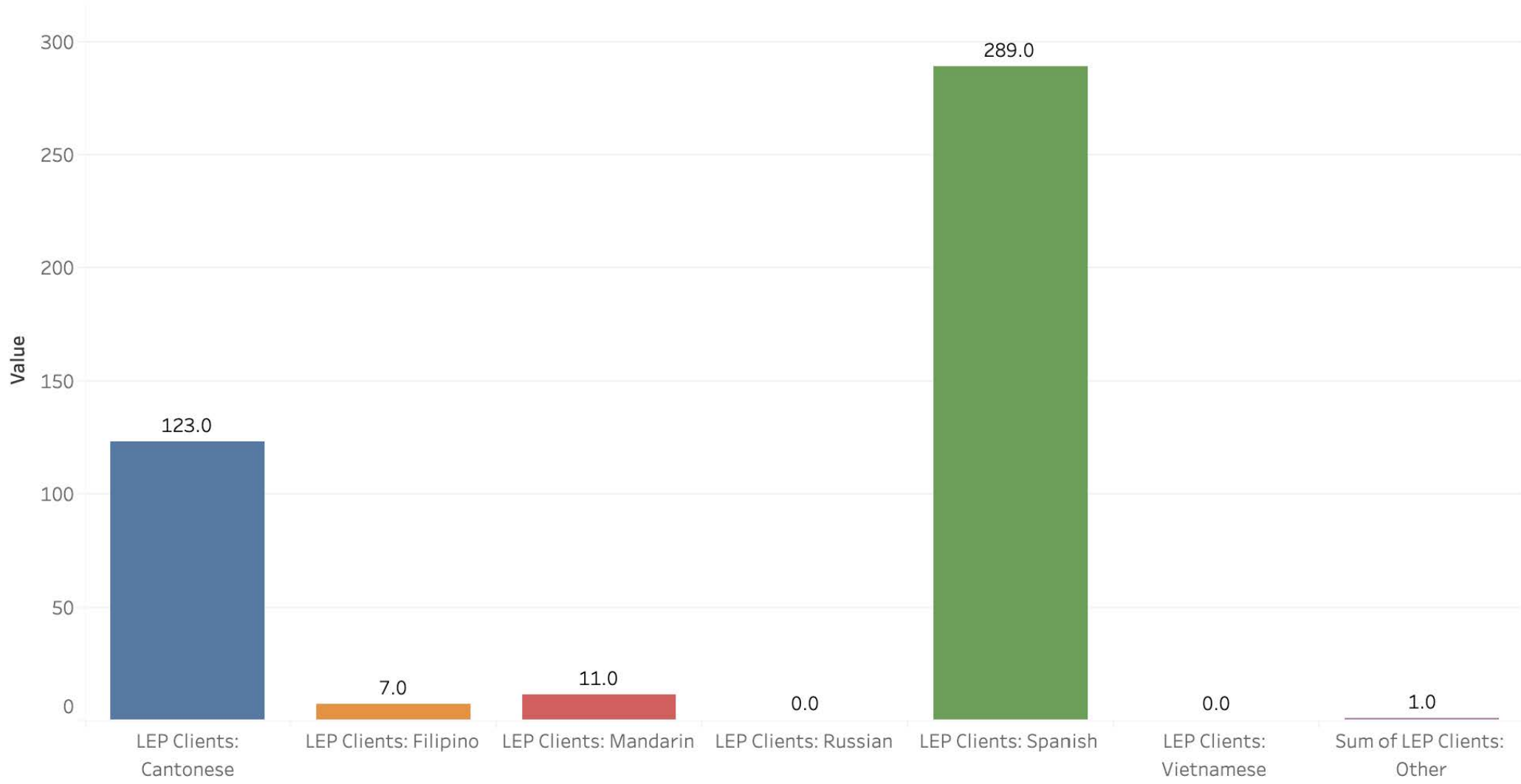
### Certified Multilingual Staff



Department

Labor Standards Enforcement, Office of

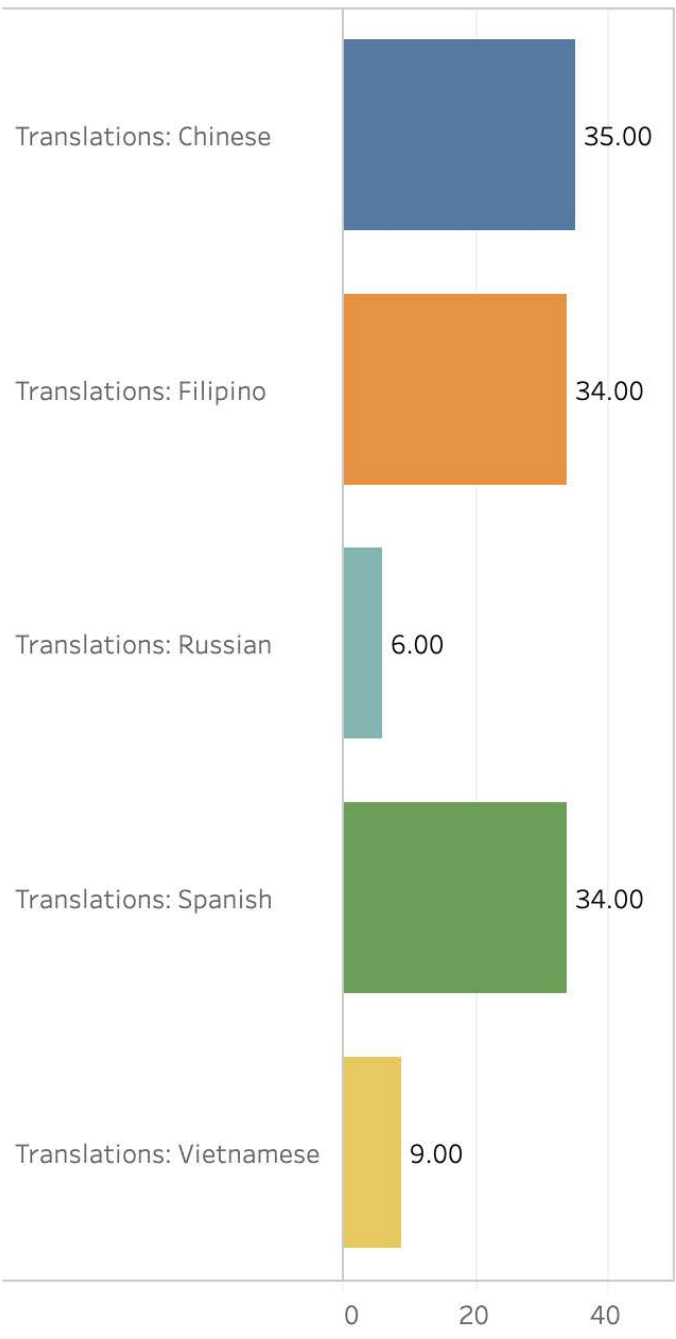
LEP Clients Served



Department

Labor Standards Enforcement, Office of

### Translations



### Telephonic Interpretations



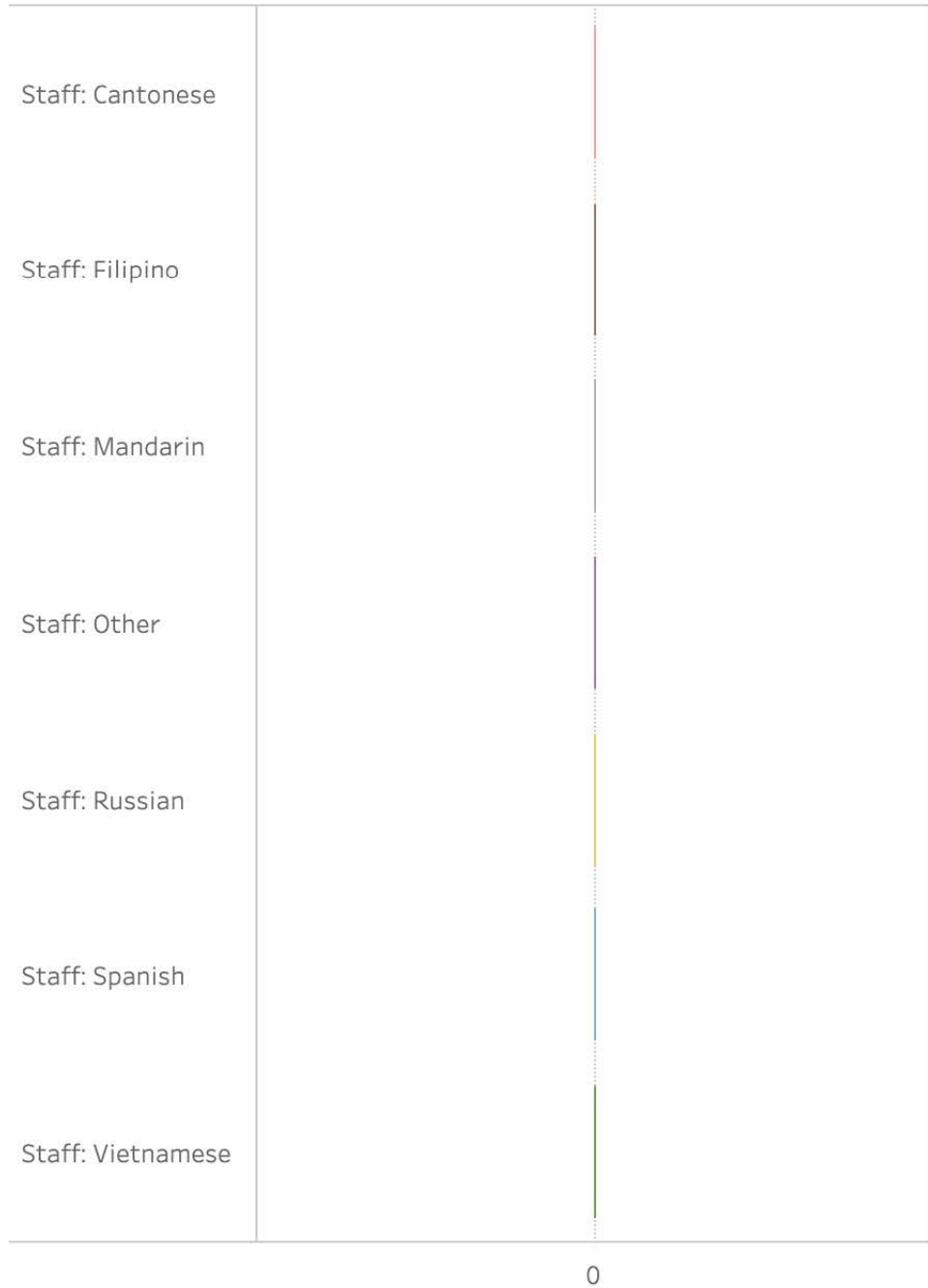
### In-Person Interpretations



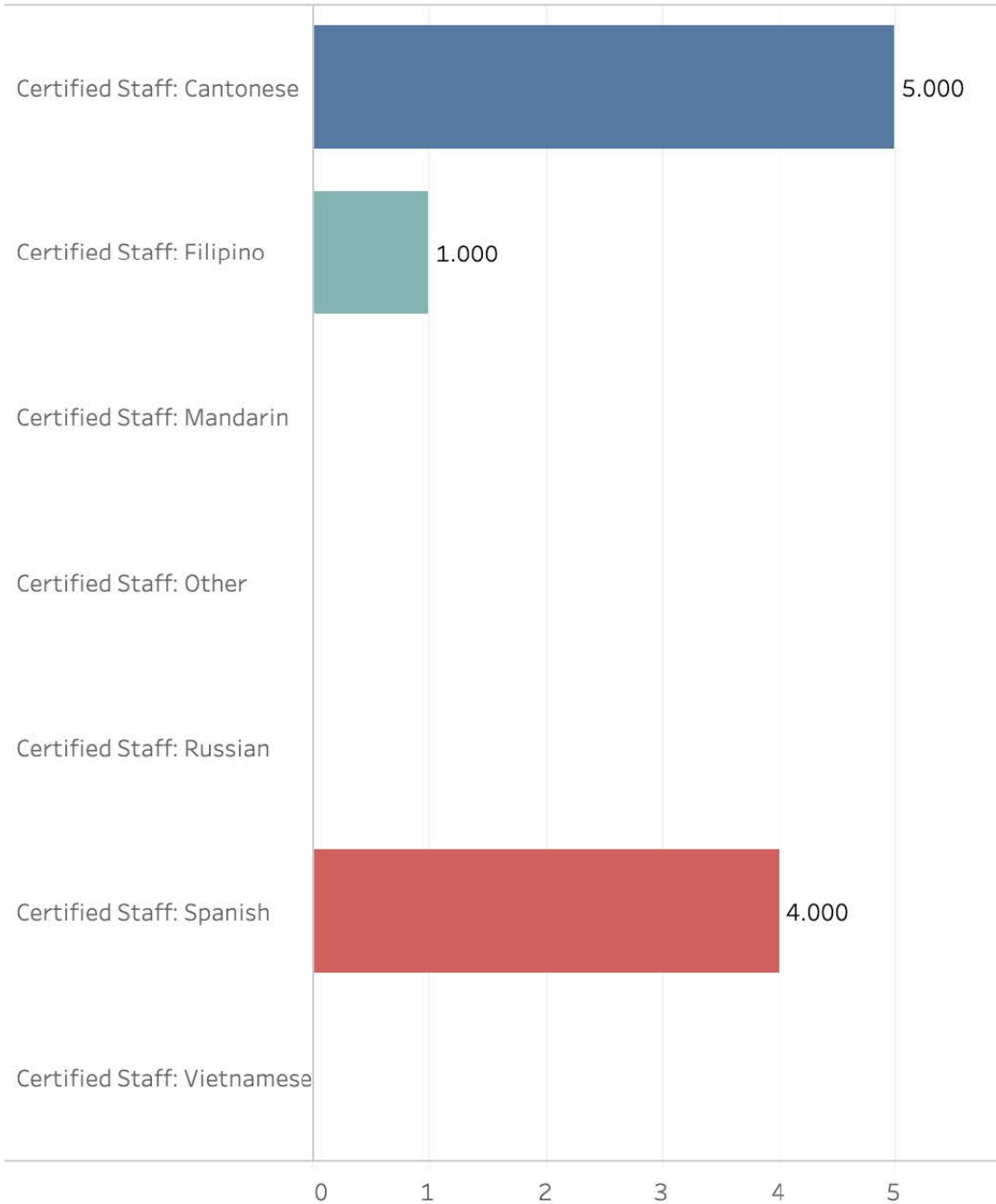
Department

Labor Standards Enforcement, Office of

### All Multilingual Staff



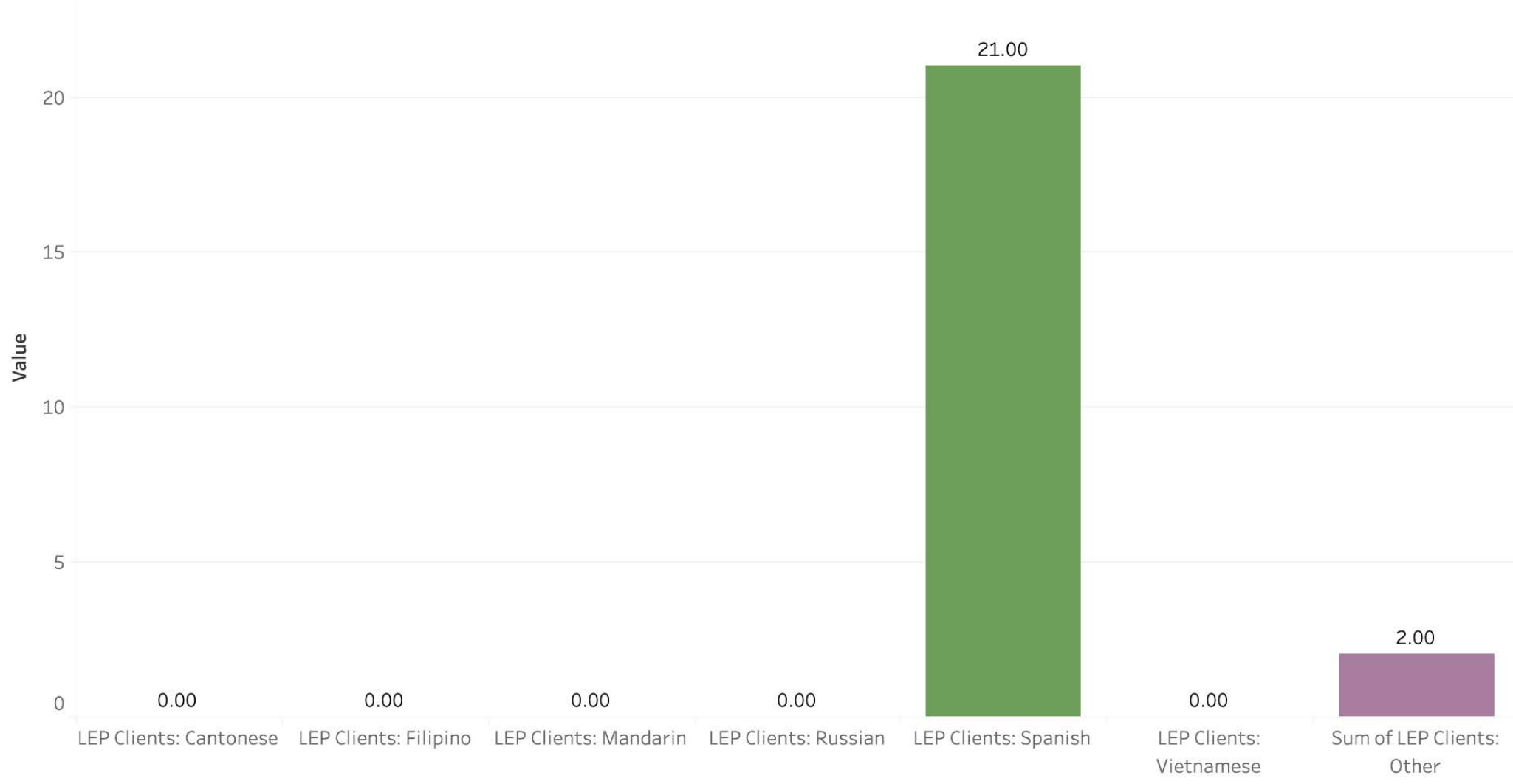
### Certified Multilingual Staff



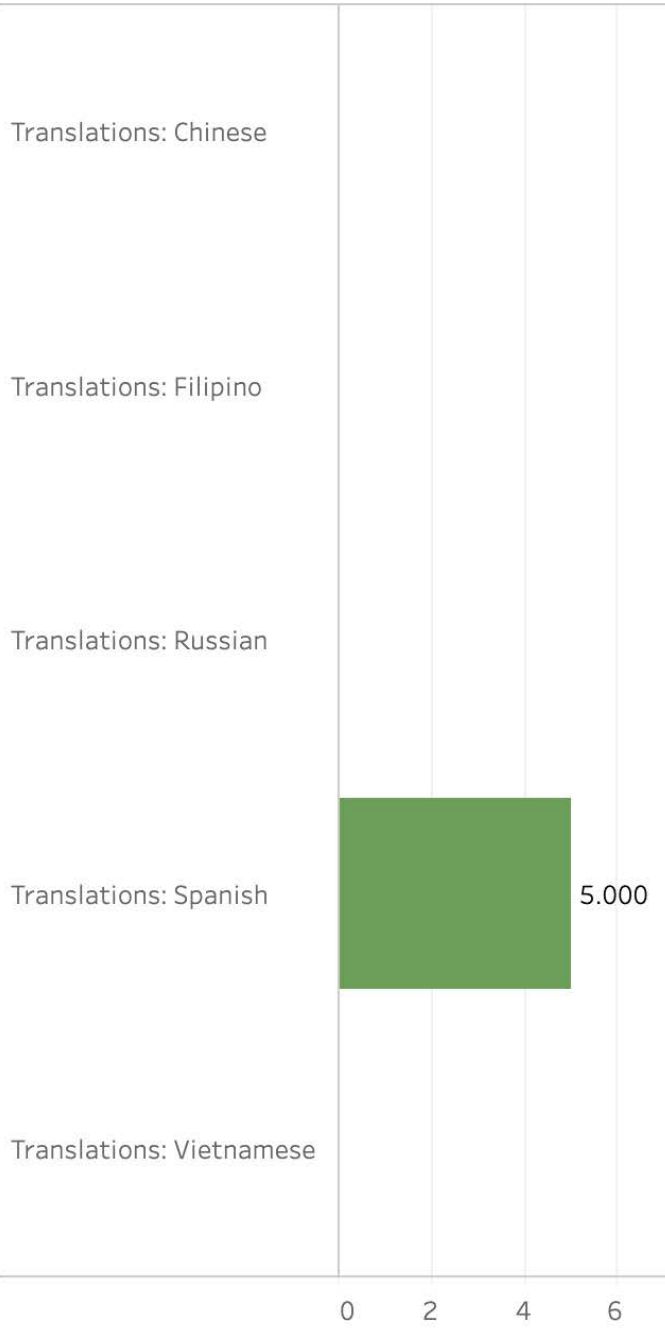
Department

Office of Transgender Initiatives

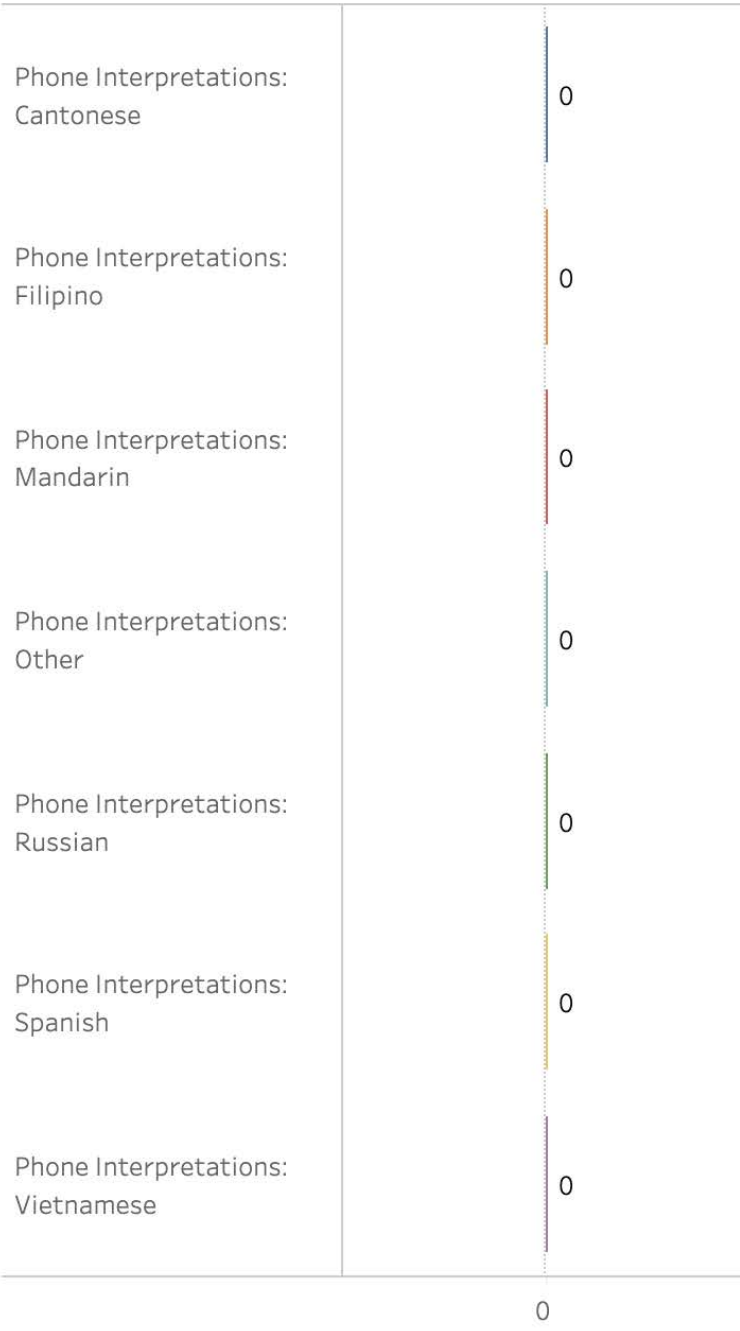
LEP Clients Served



### Translations



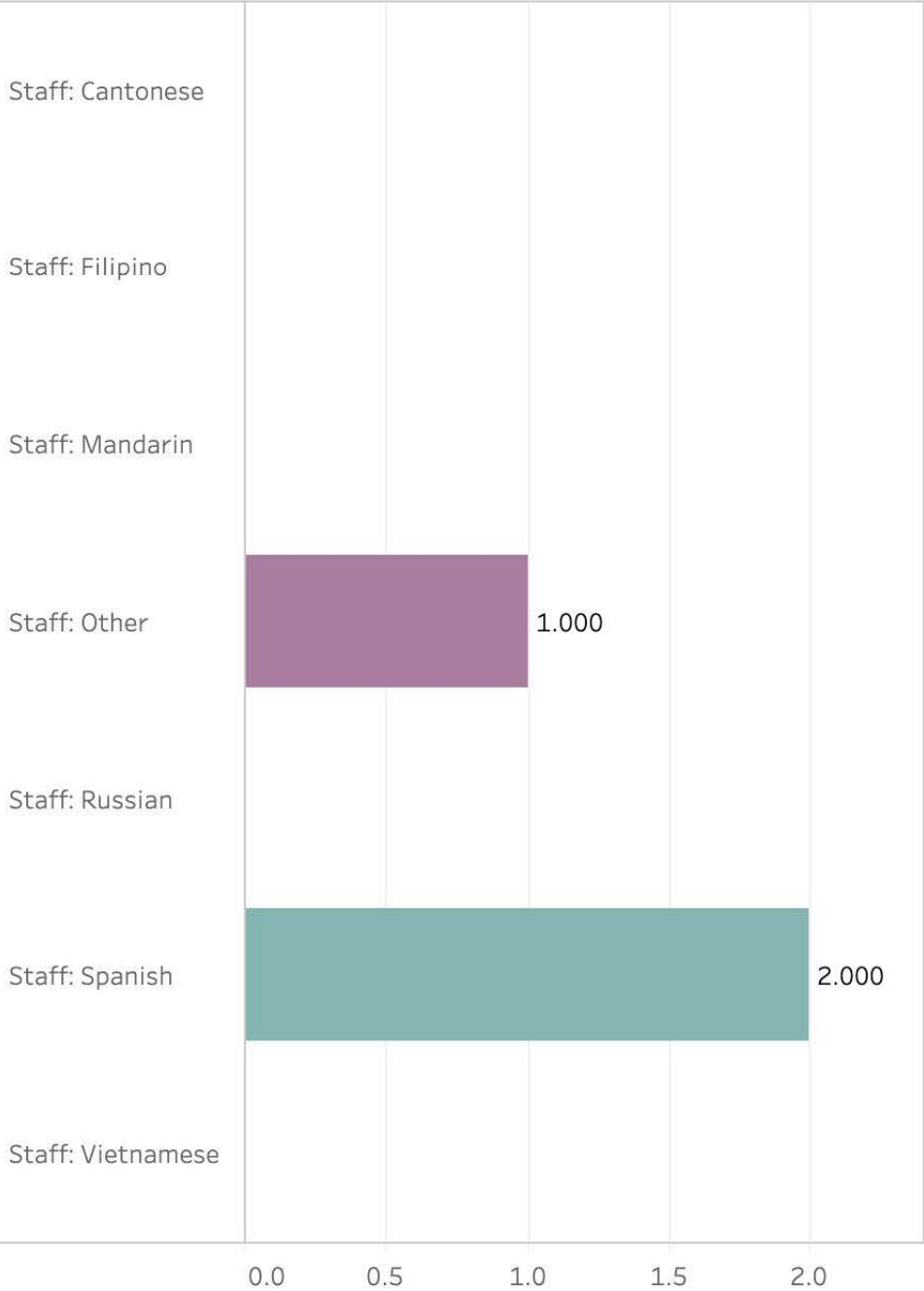
### Telephonic Interpretations



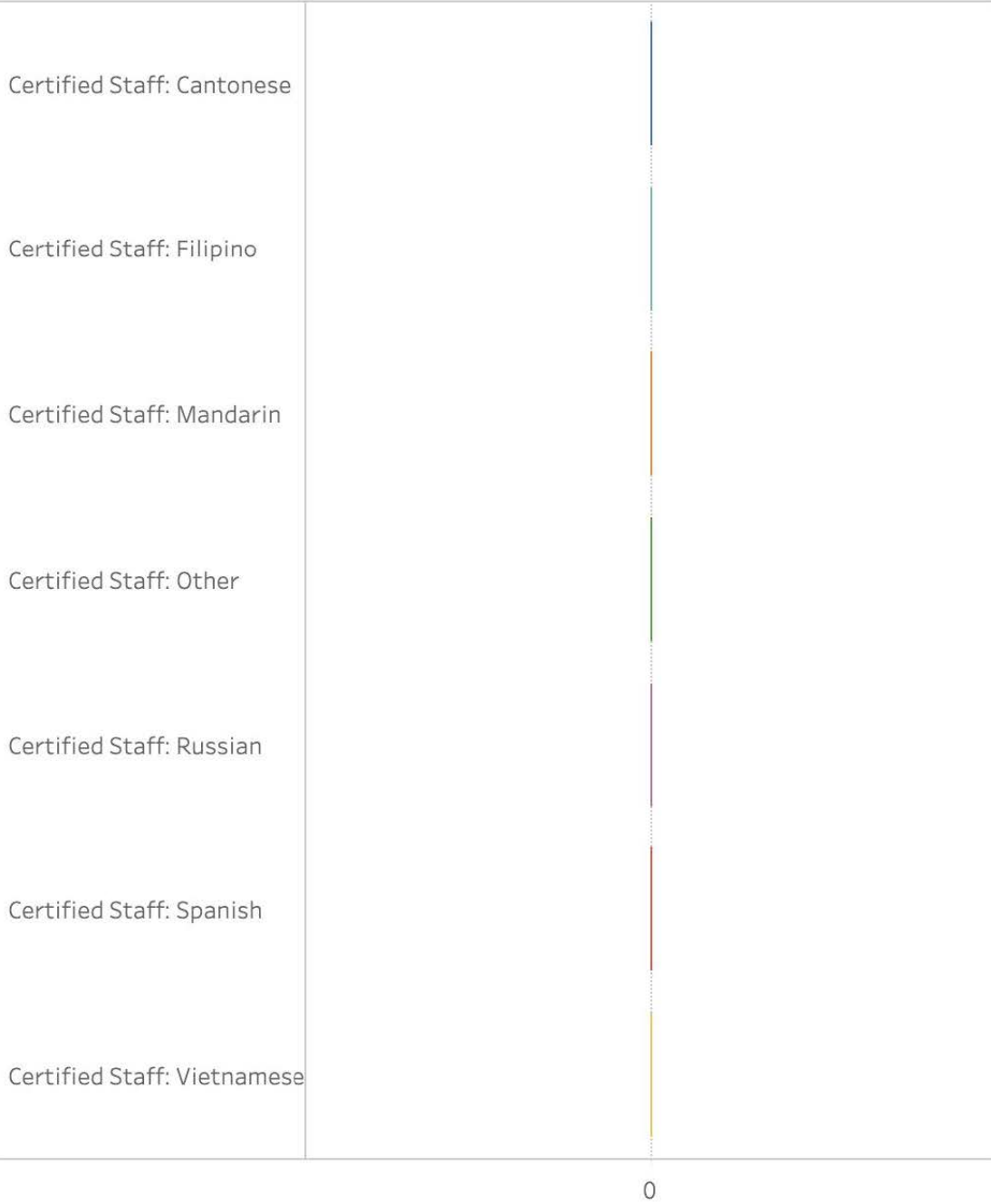
### In-Person Interpretations



### All Multilingual Staff

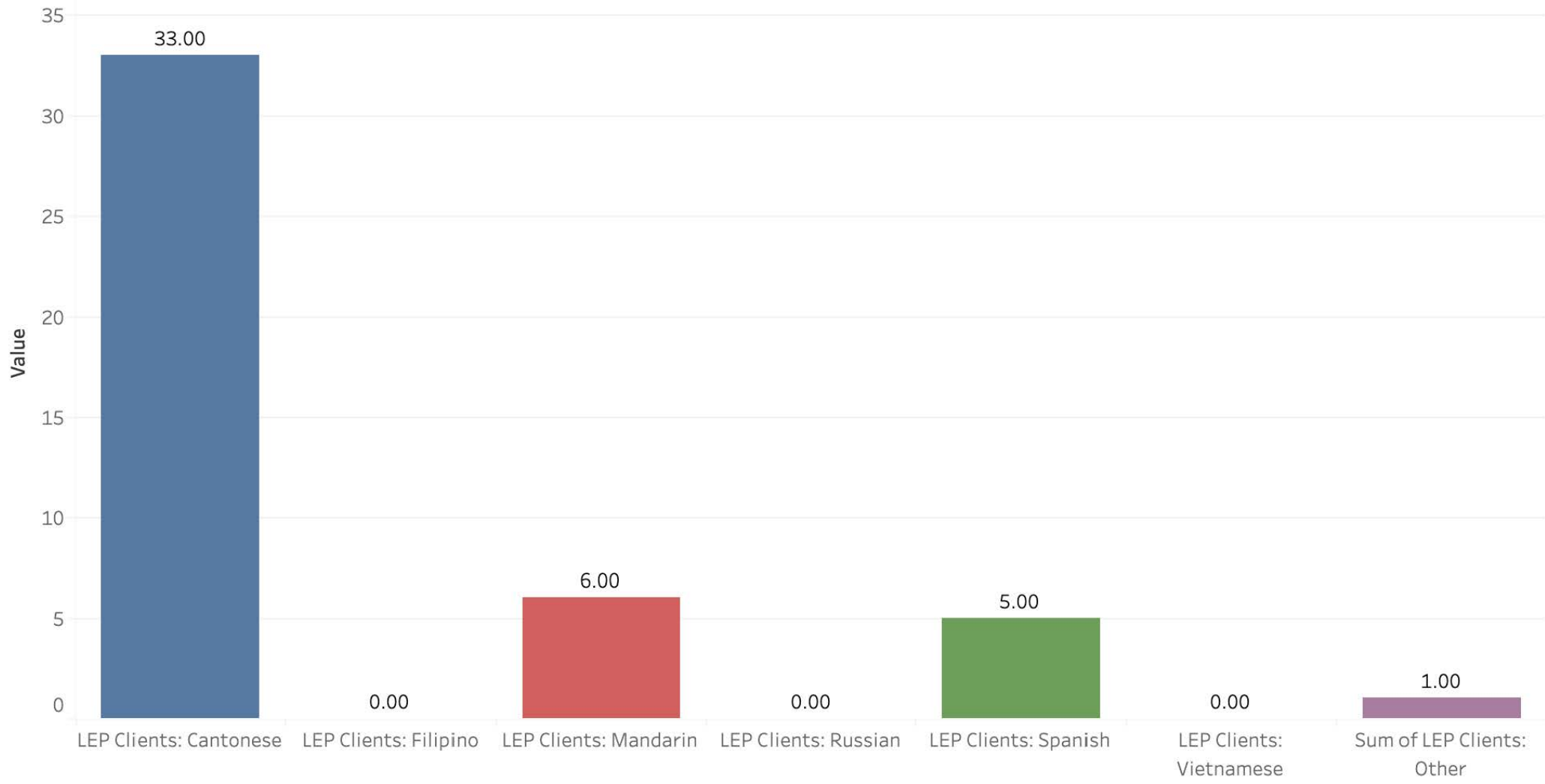


### Certified Multilingual Staff



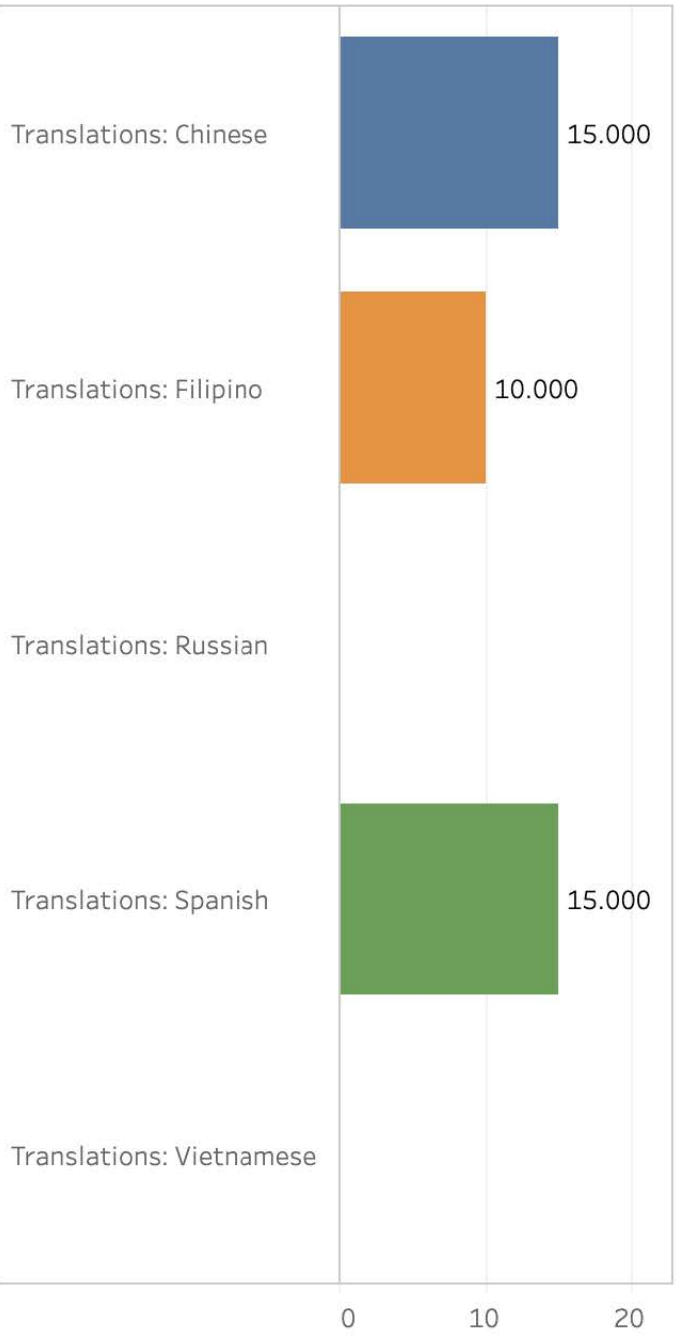
Department  
Planning Department (CPC) ▼

### LEP Clients Served





### Translations



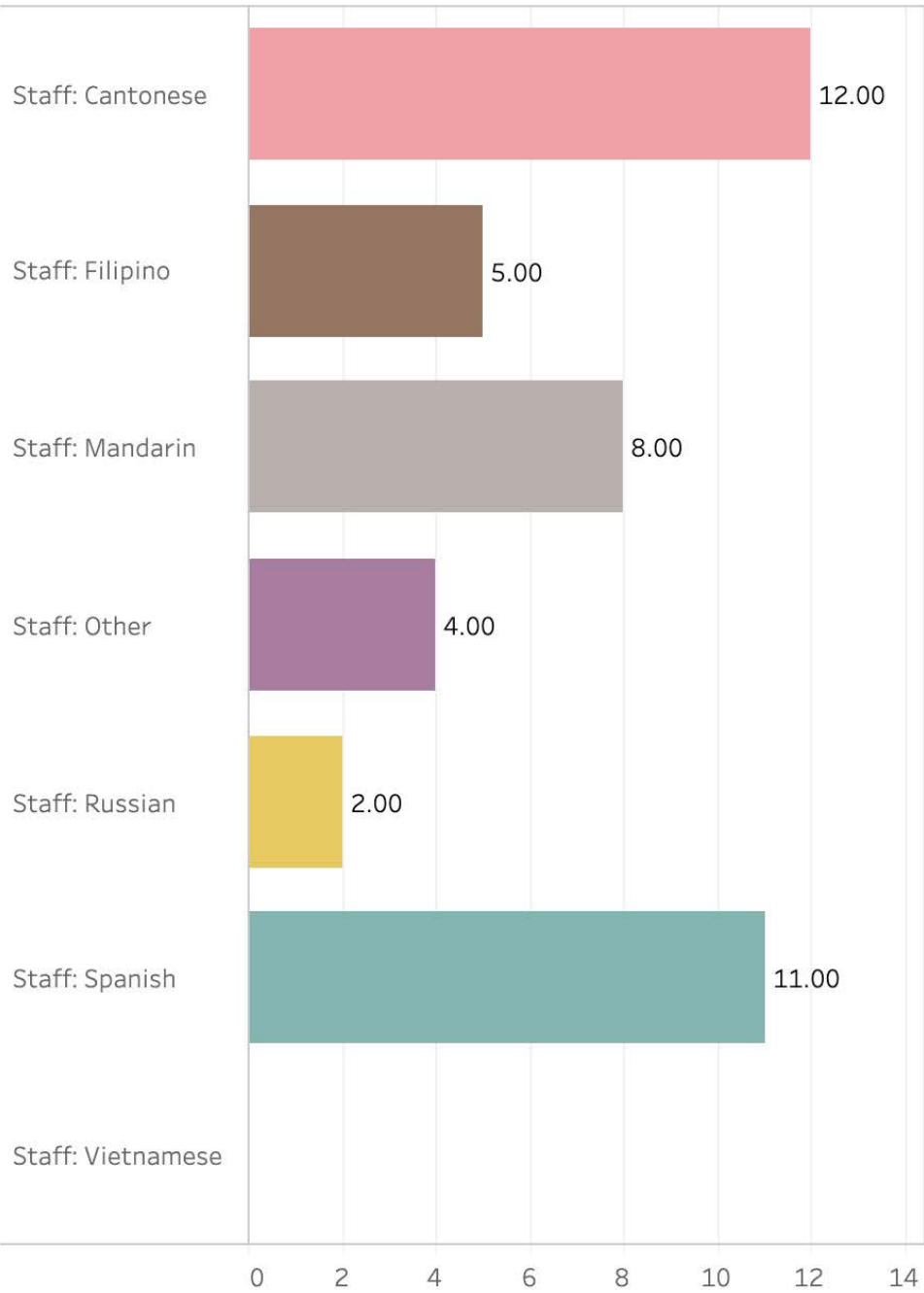
### Telephonic Interpretations



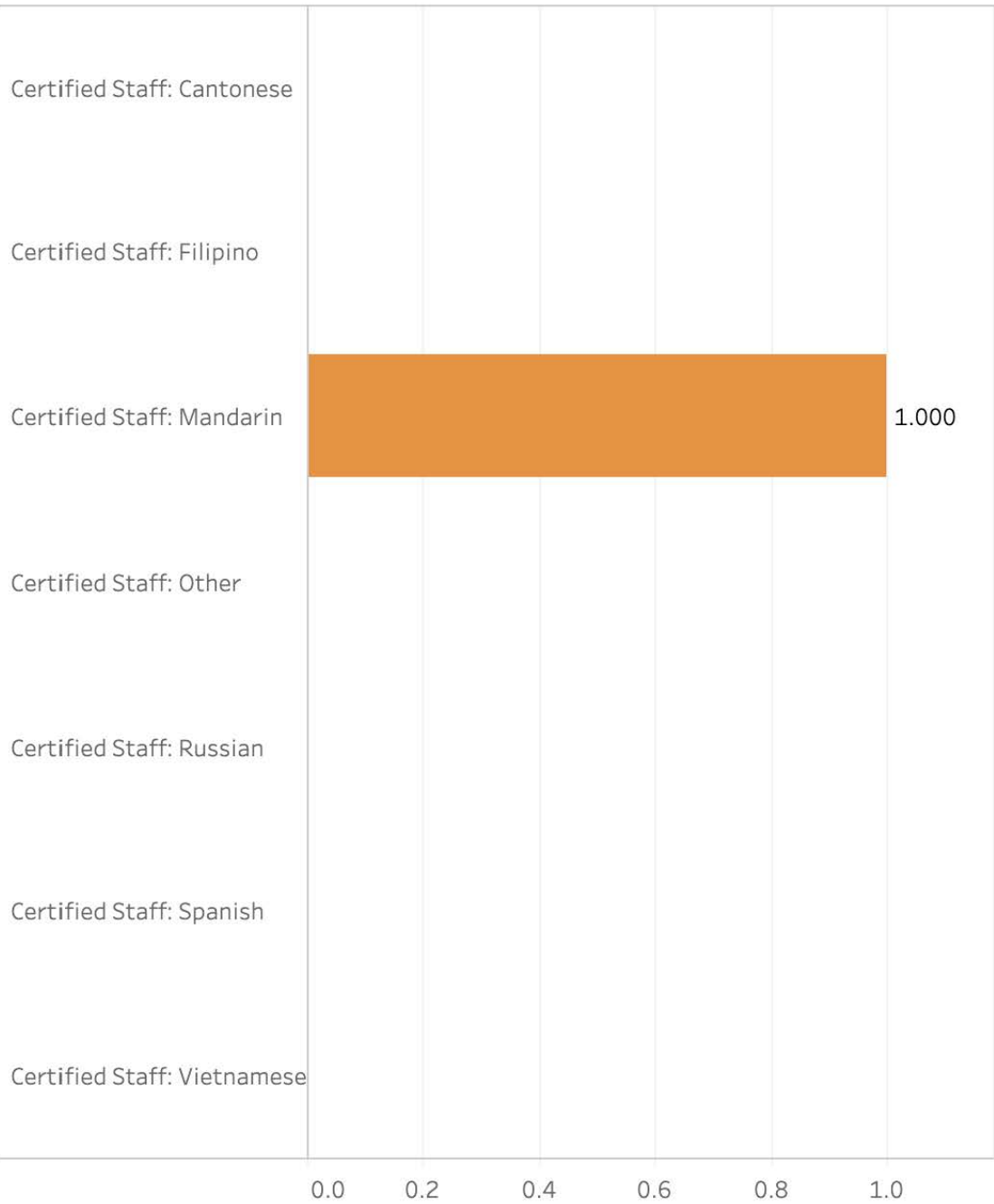
### In-Person Interpretations



### All Multilingual Staff

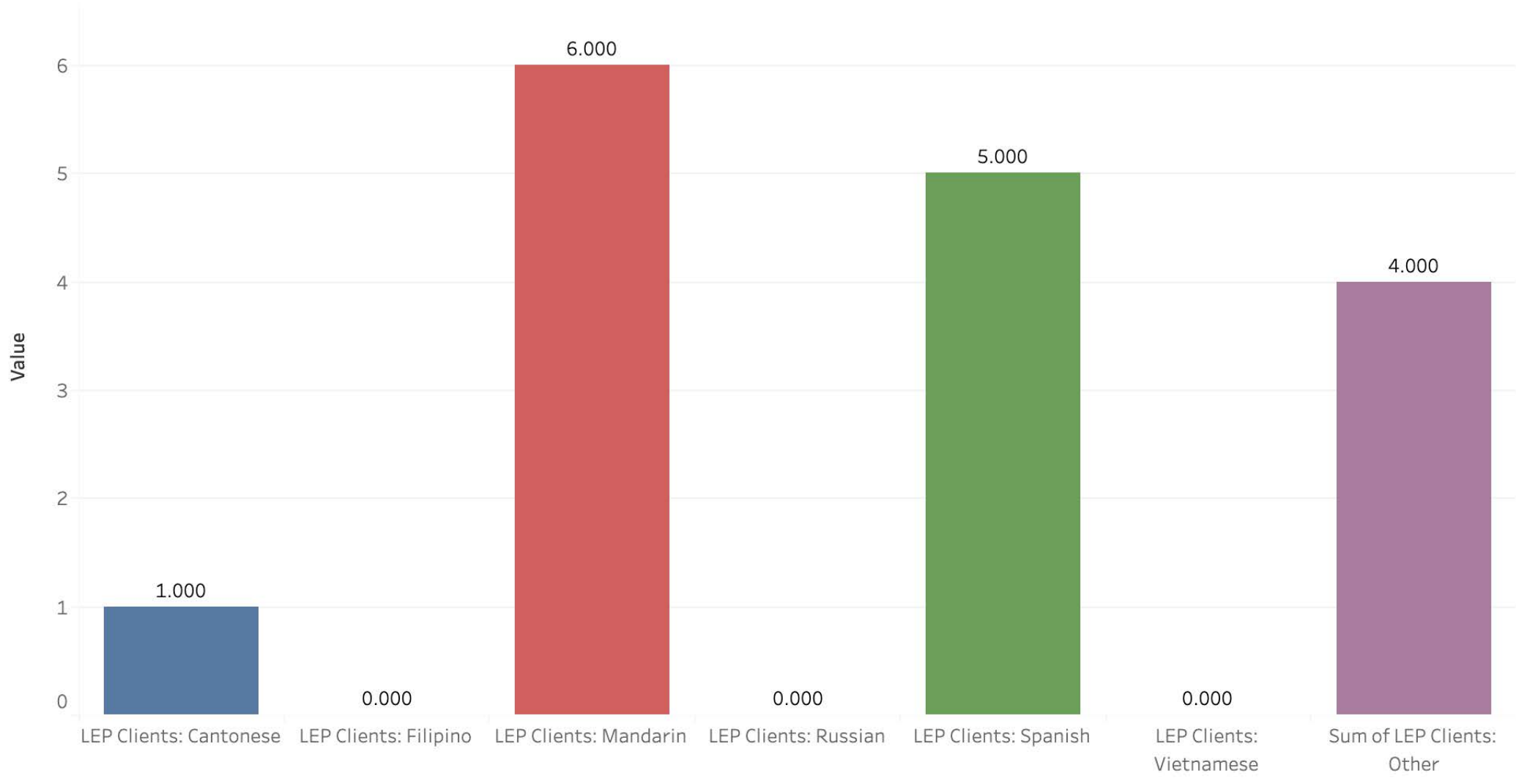


### Certified Multilingual Staff

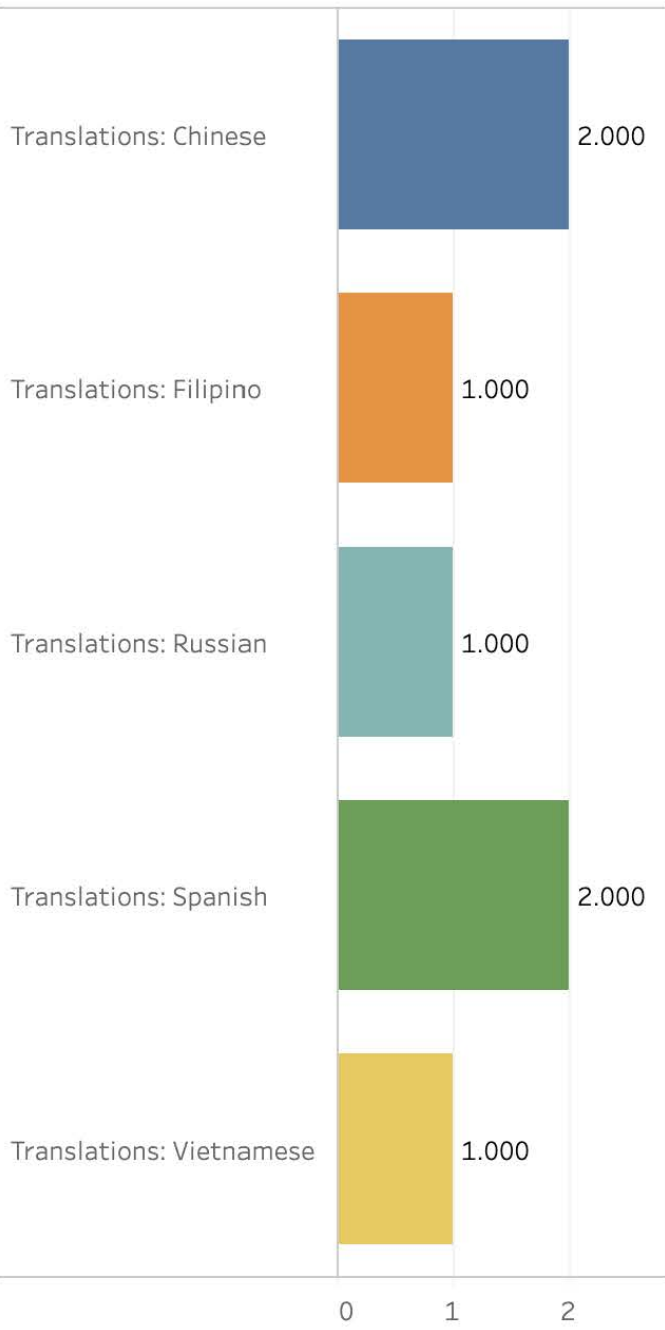


Department  
Police Accountability, Department of

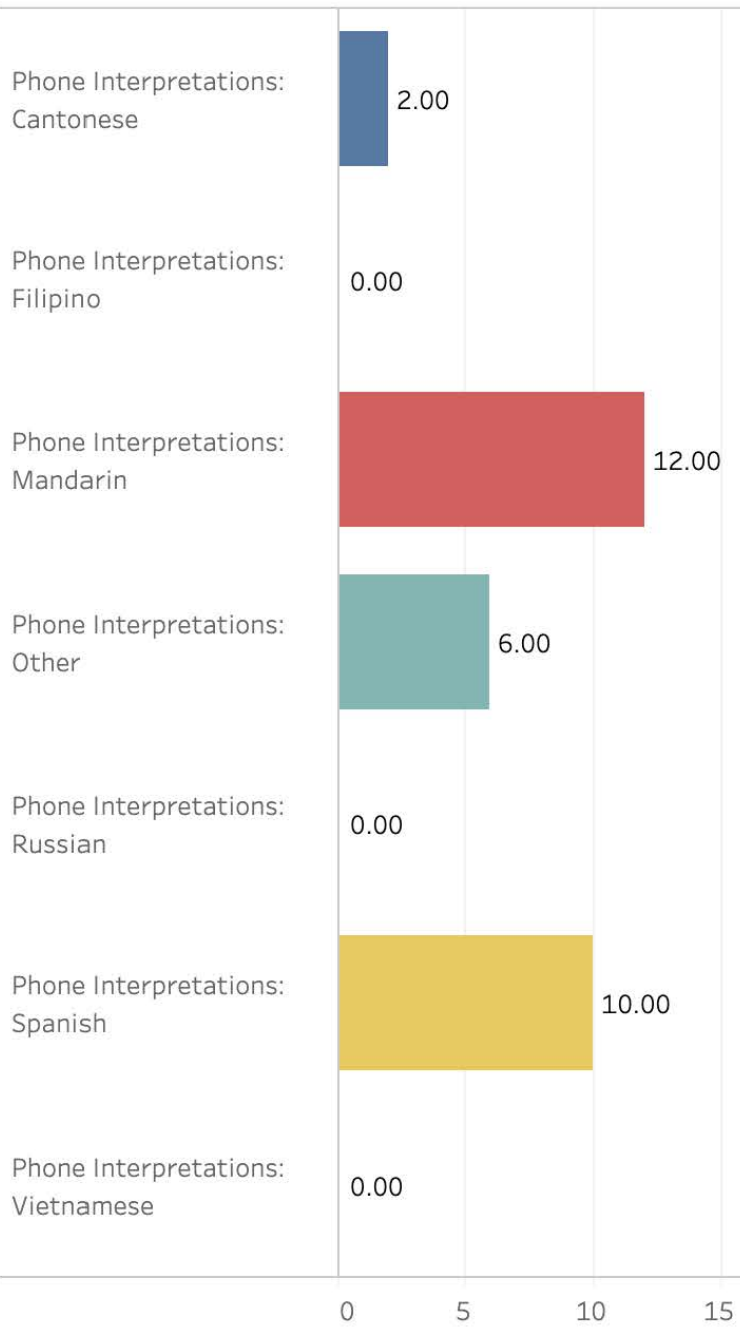
### LEP Clients Served



### Translations



### Telephonic Interpretations



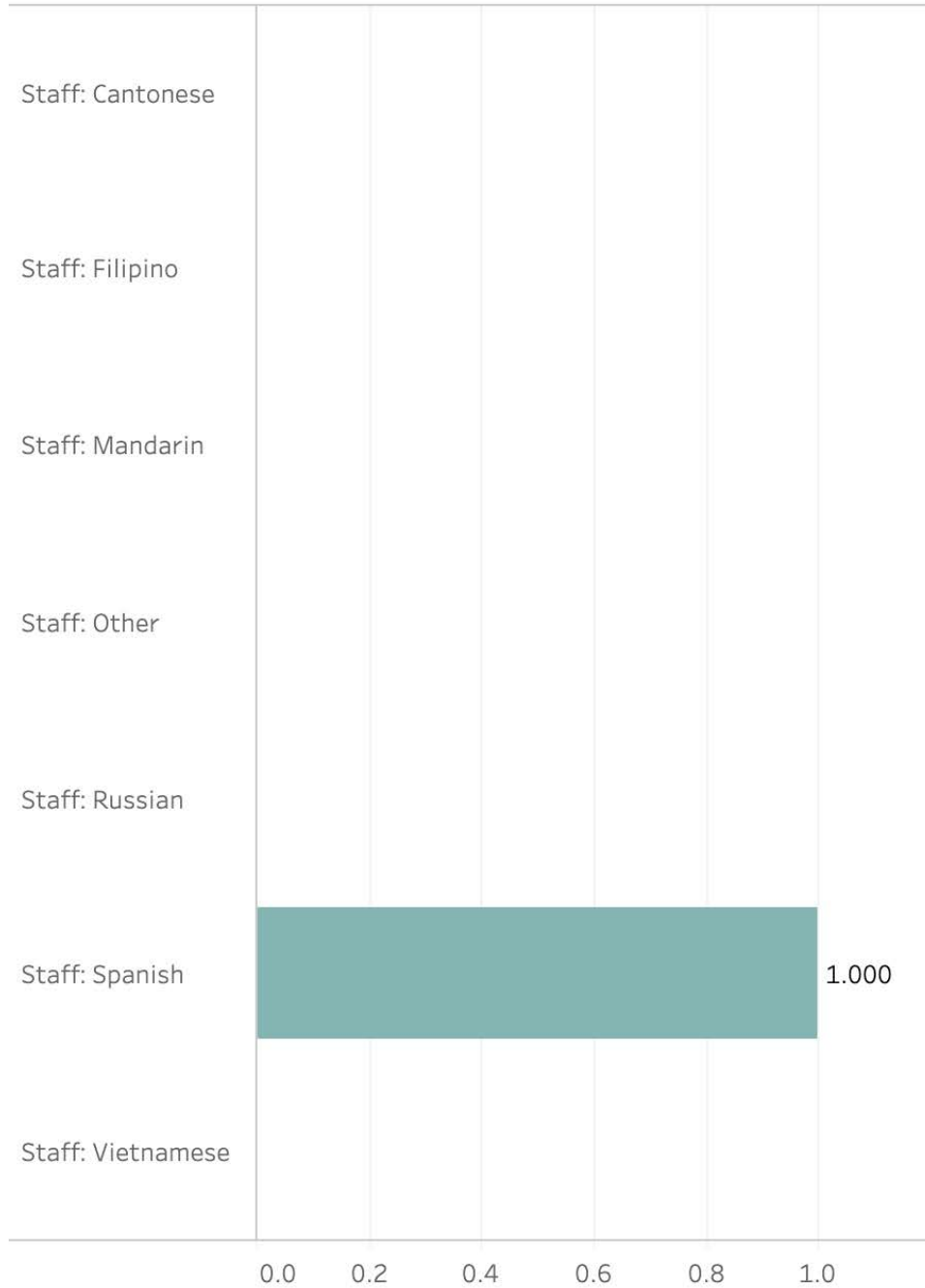
### In-Person Interpretations



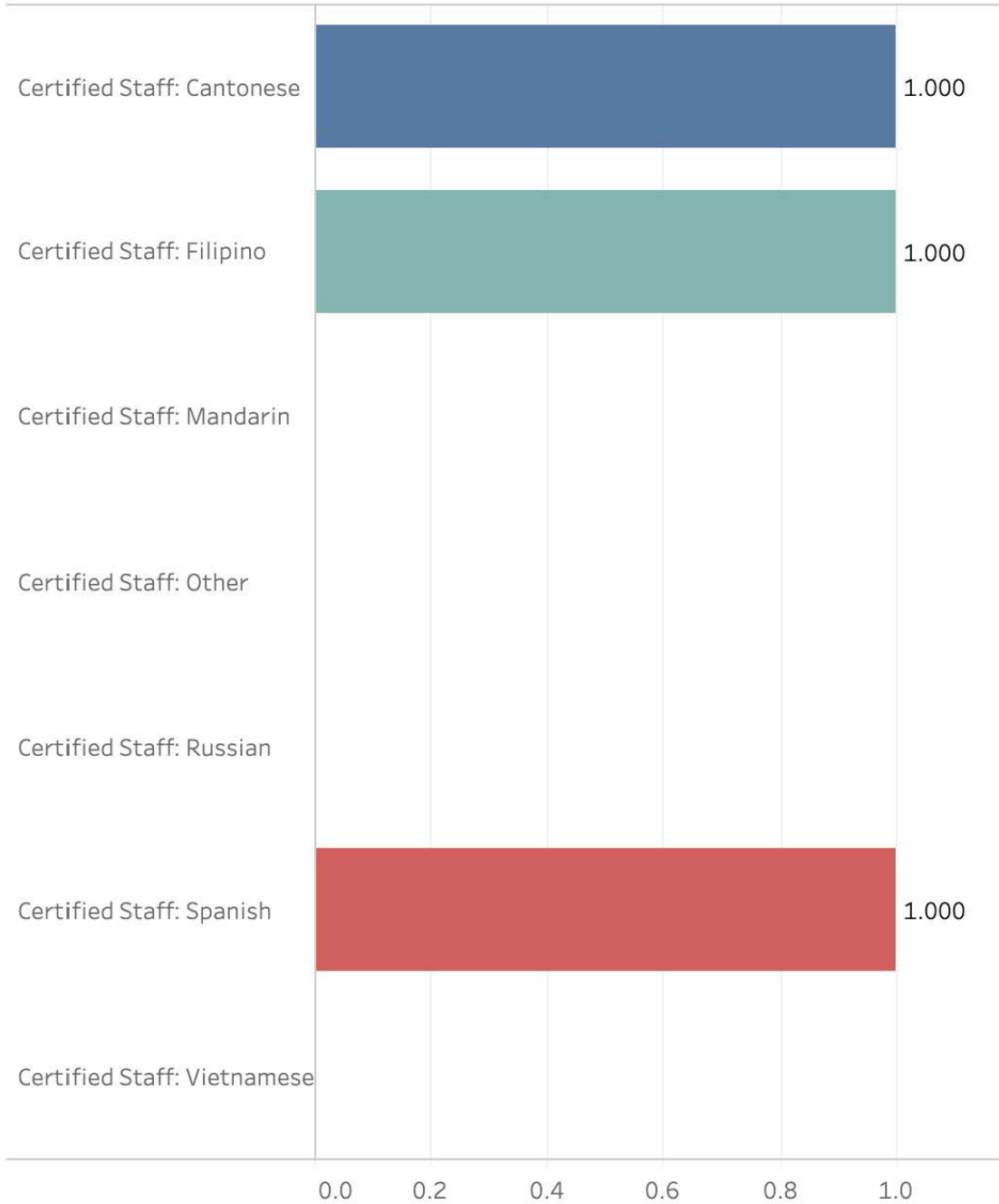
Department

Police Accountability, Department of

### All Multilingual Staff



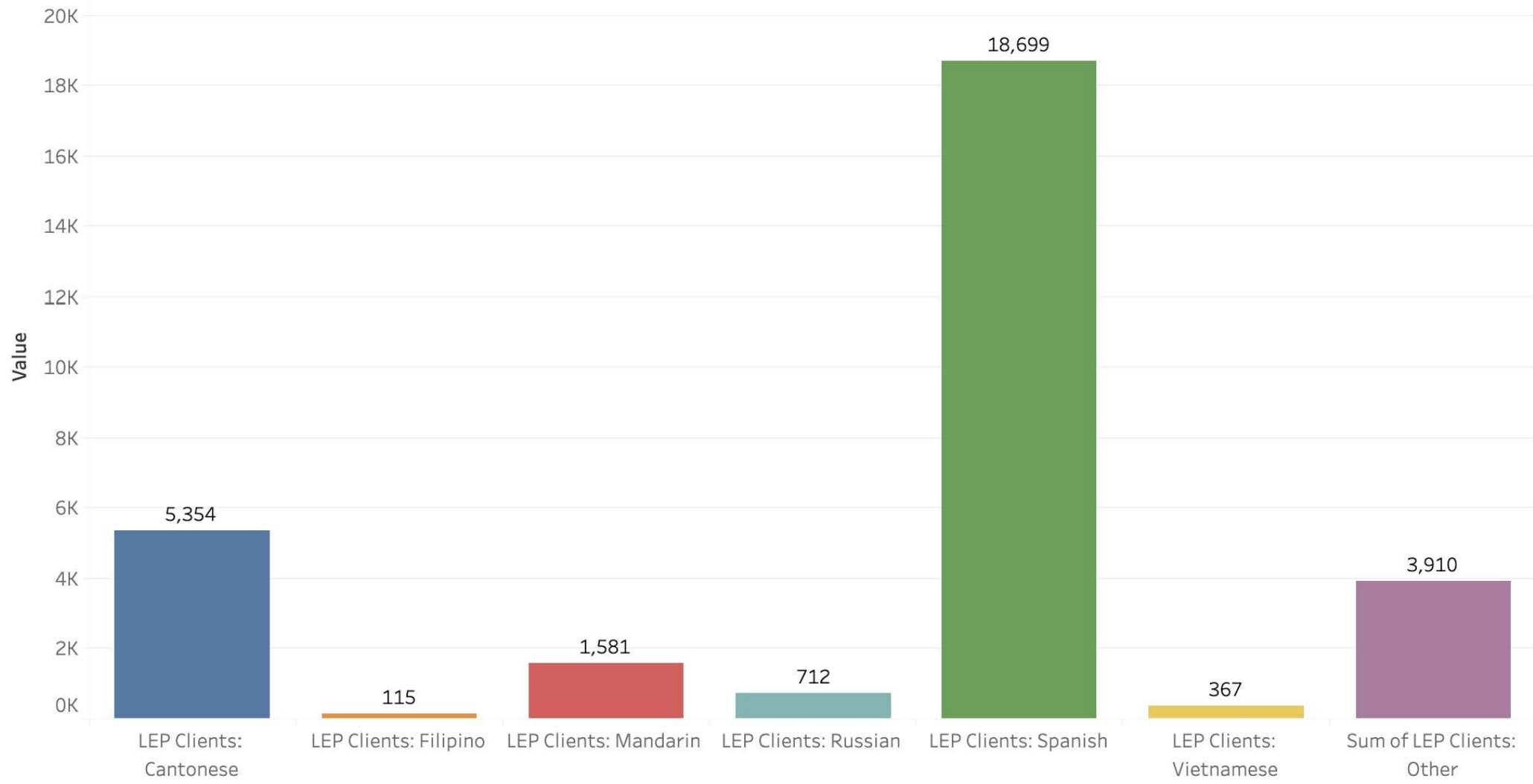
### Certified Multilingual Staff



Department

Police Department (POL) ▼

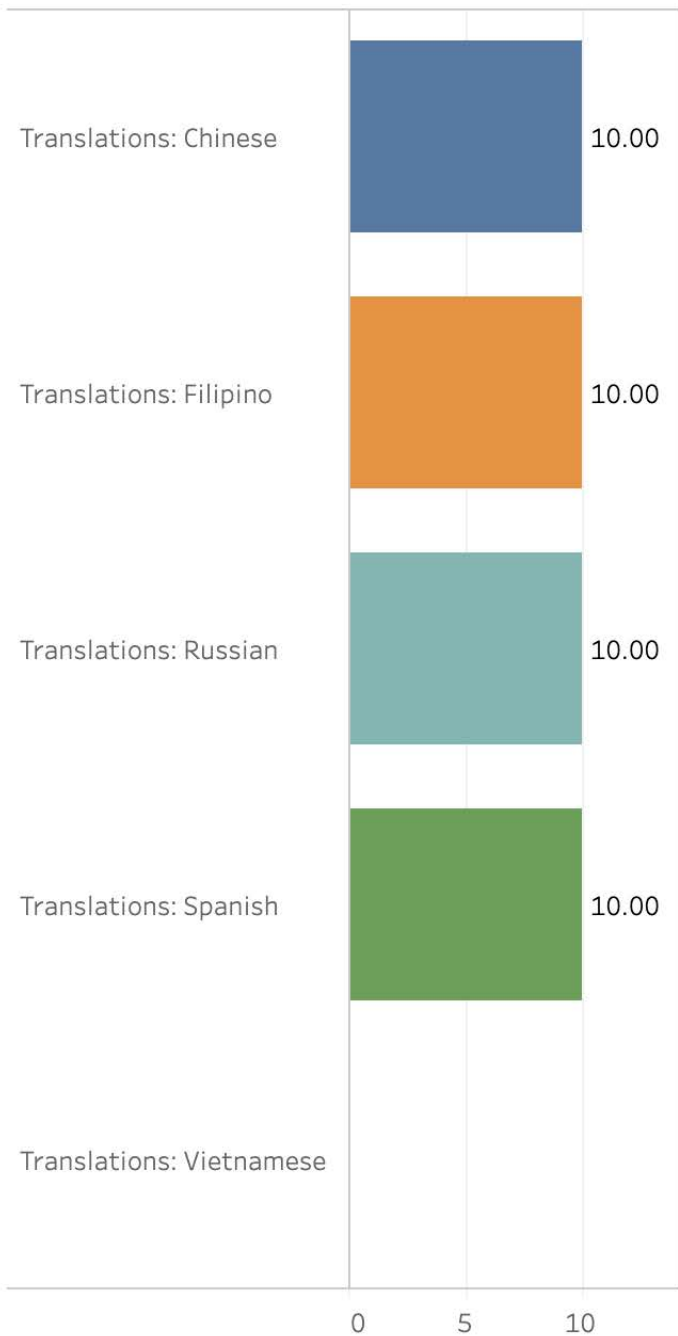
### LEP Clients Served



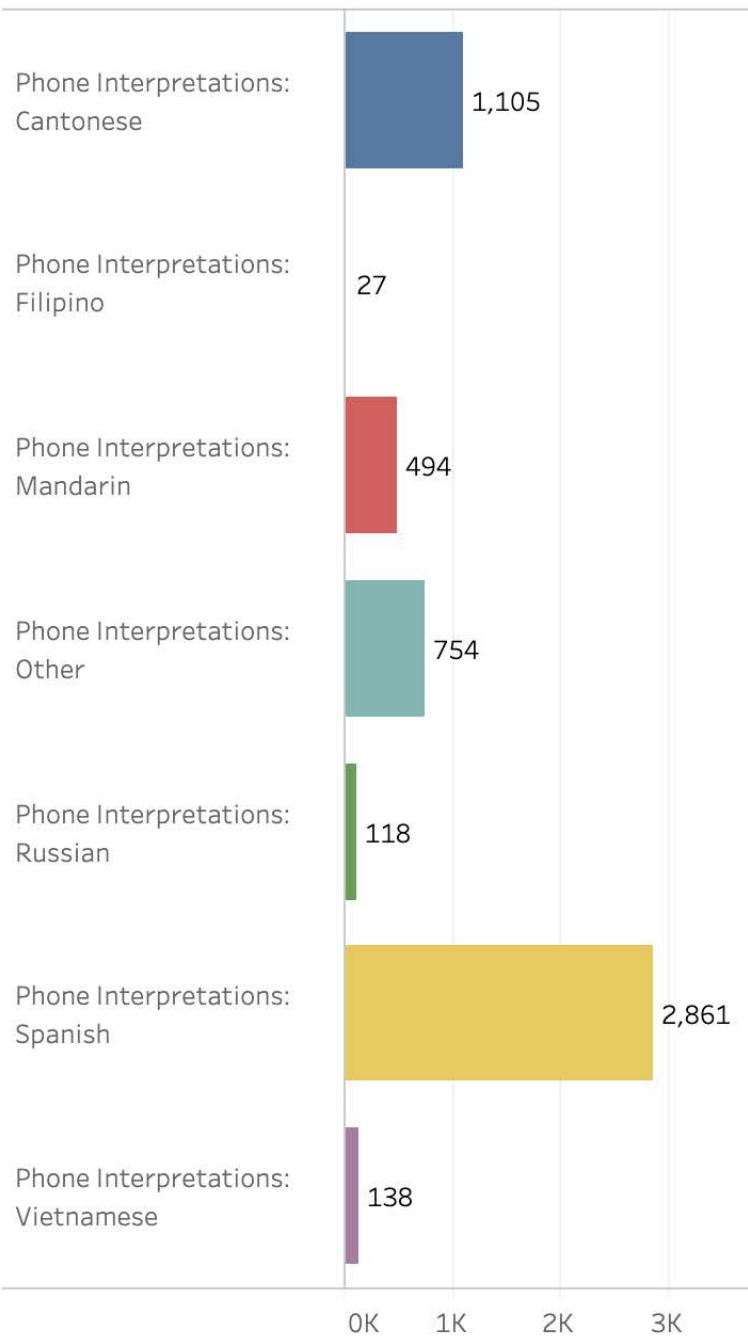
Department

Police Department (POL)

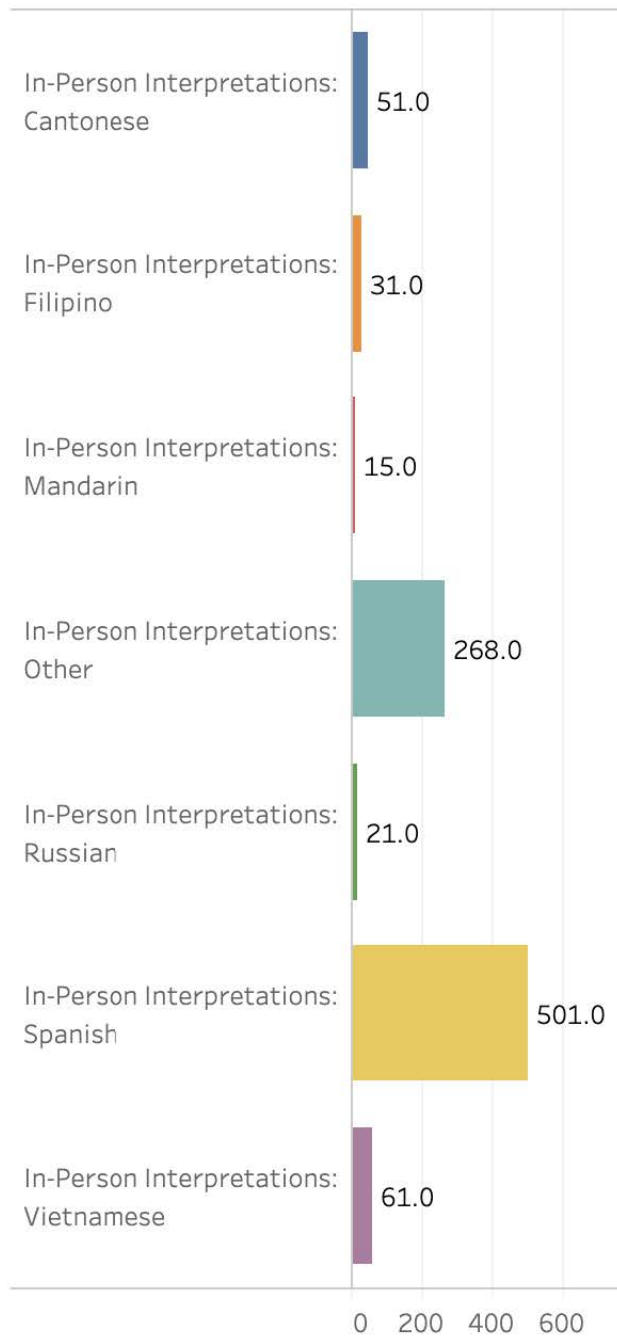
### Translations



### Telephonic Interpretations



### In-Person Interpretations



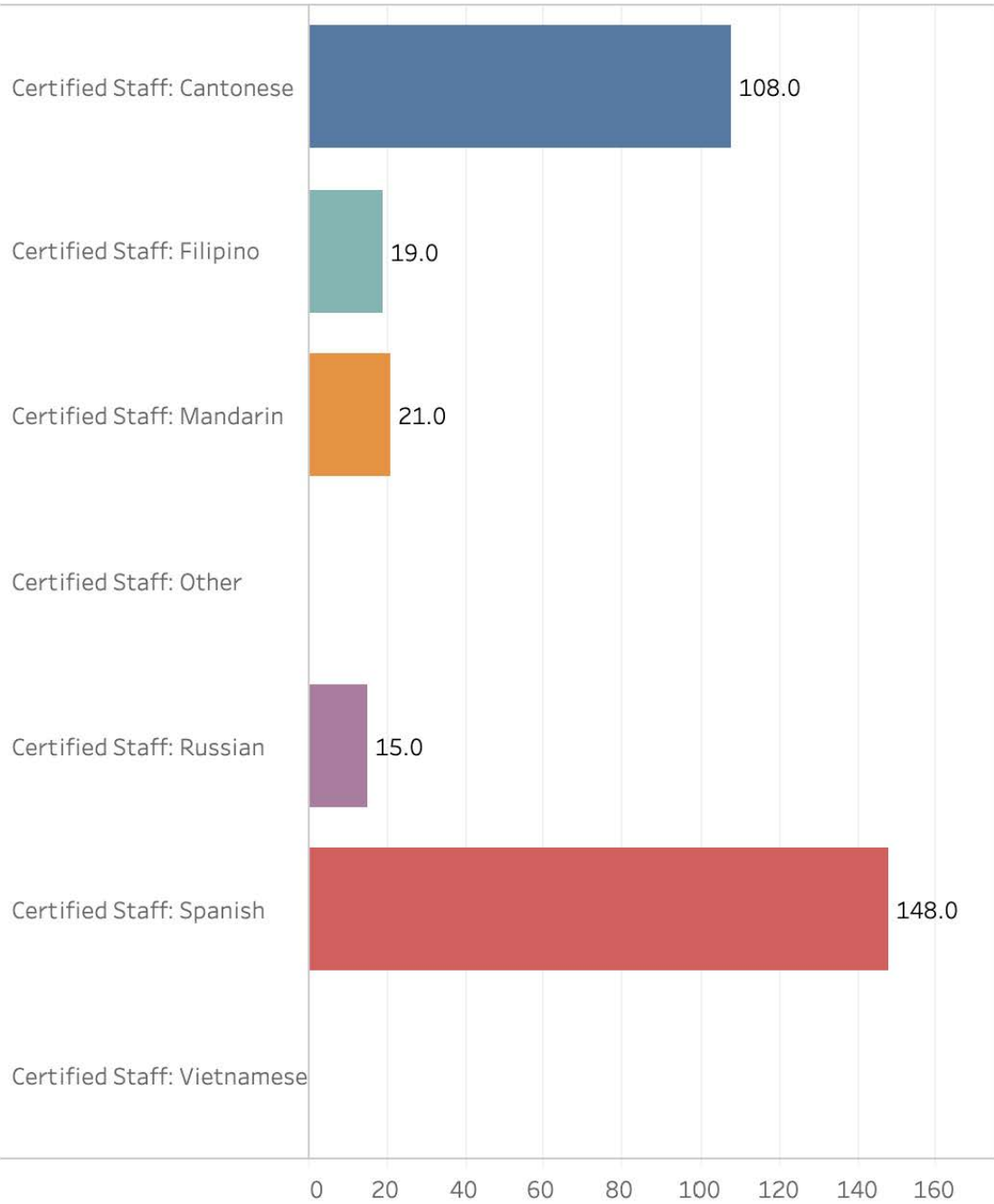
Department

Police Department (POL)

### All Multilingual Staff



### Certified Multilingual Staff

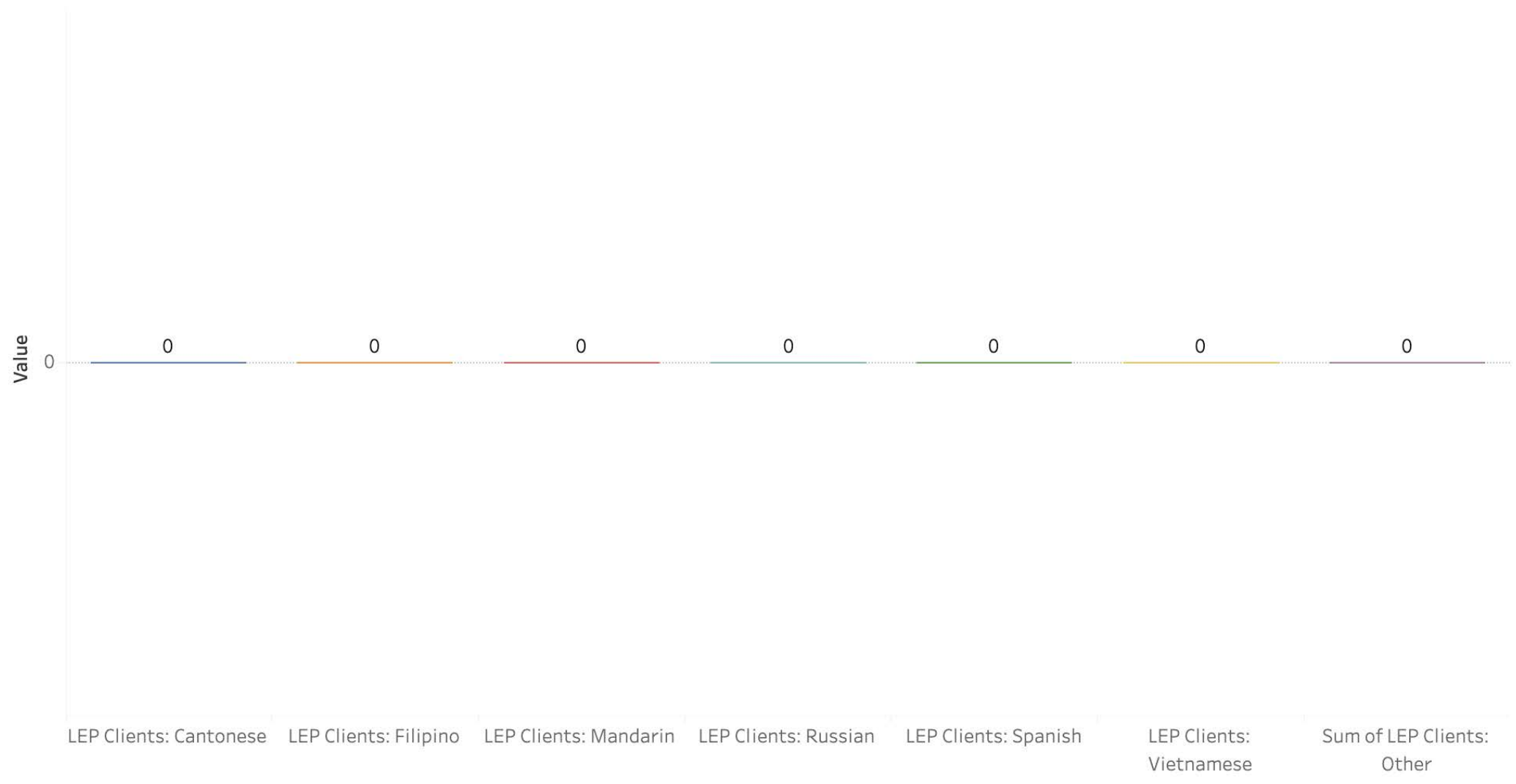




Department

Port of San Francisco

LEP Clients Served



Department

Port of San Francisco

Translations

Translations: Chinese	0
Translations: Filipino	0
Translations: Russian	0
Translations: Spanish	0
Translations: Vietnamese	0

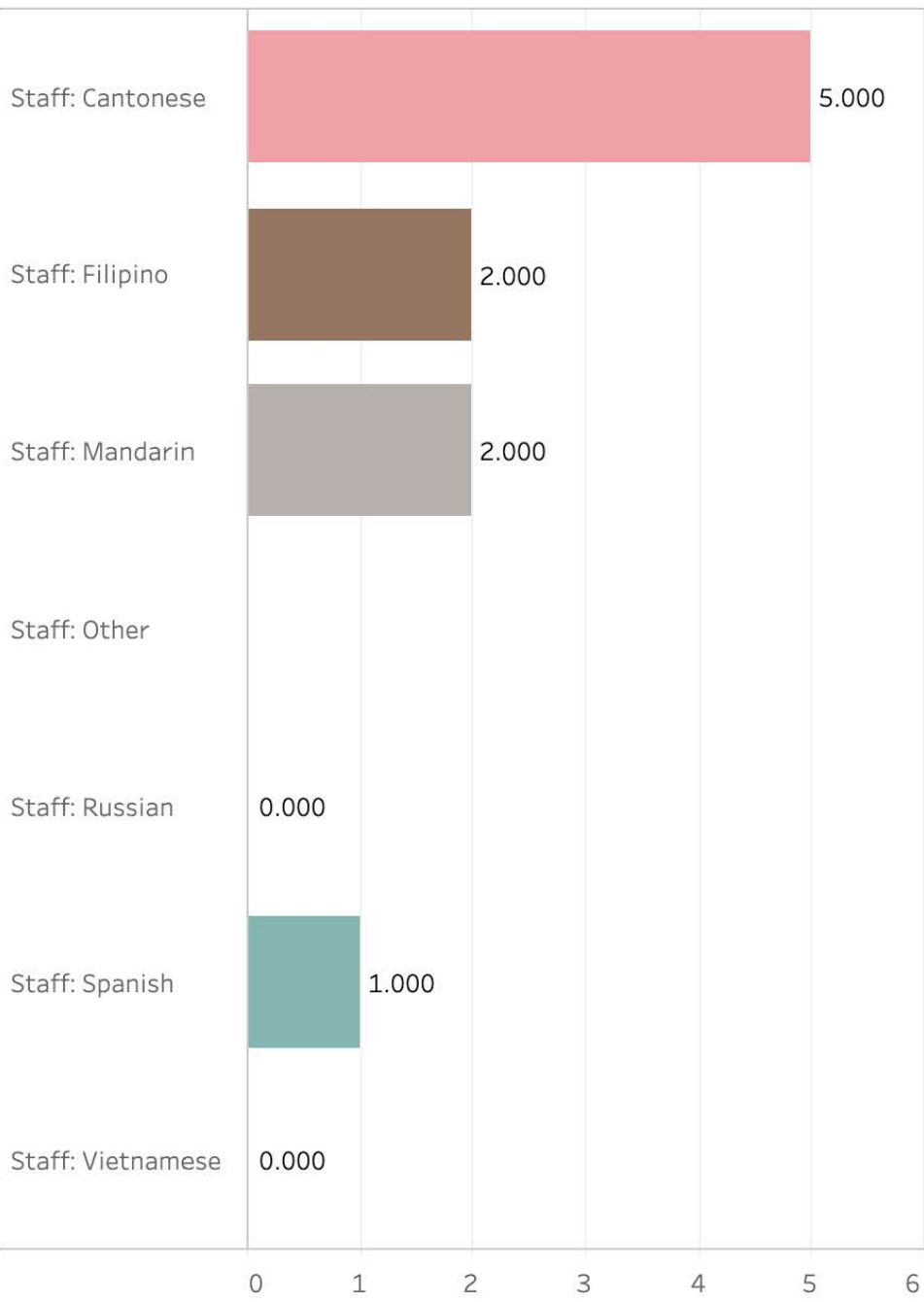
Telephonic Interpretations

Phone Interpretations: Cantonese	0
Phone Interpretations: Filipino	0
Phone Interpretations: Mandarin	0
Phone Interpretations: Other	0
Phone Interpretations: Russian	0
Phone Interpretations: Spanish	0
Phone Interpretations: Vietnamese	0

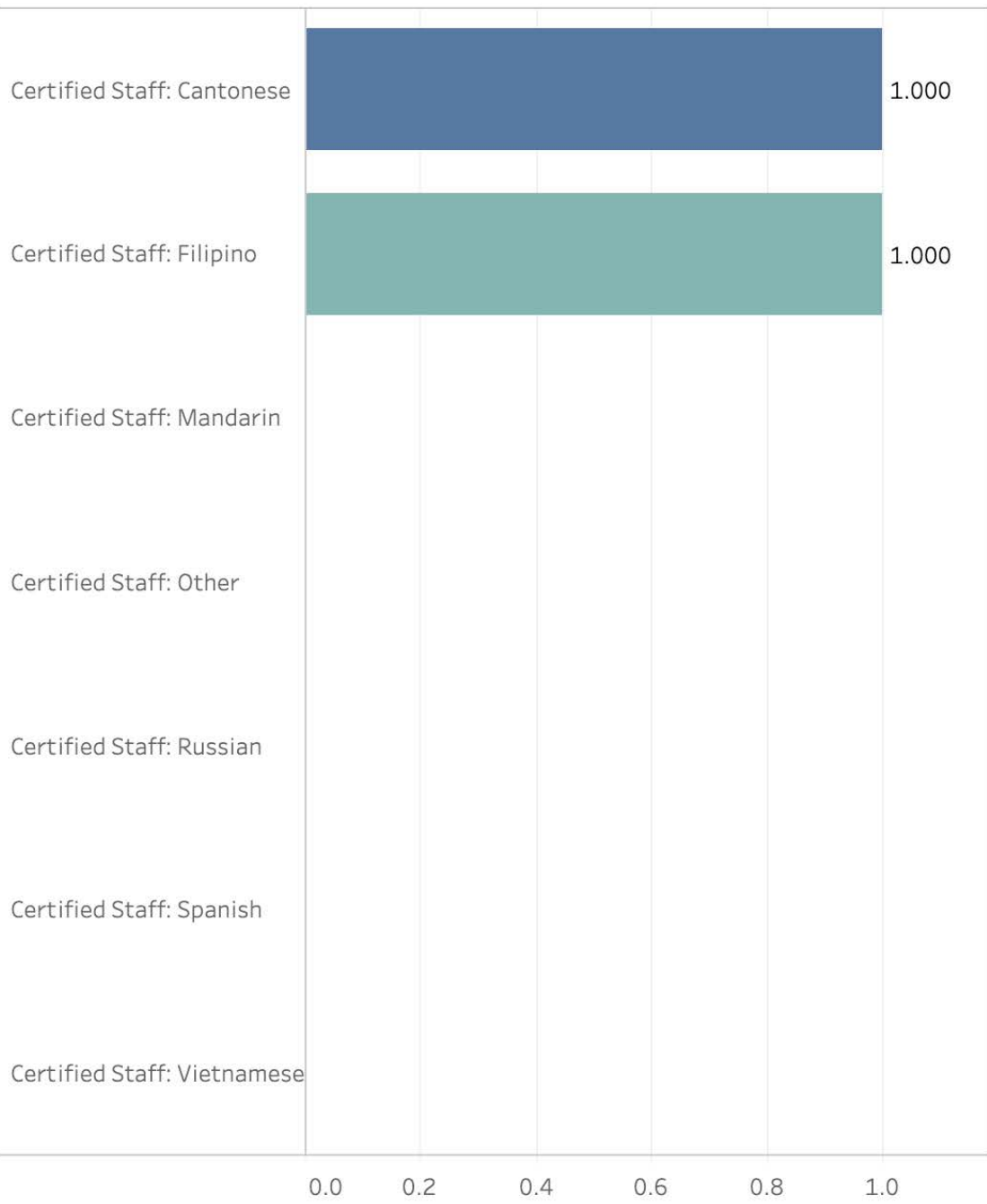
In-Person Interpretations

In-Person Interpretations: Cantonese	0
In-Person Interpretations: Filipino	0
In-Person Interpretations: Mandarin	0
In-Person Interpretations: Other	0
In-Person Interpretations: Russian	0
In-Person Interpretations: Spanish	0
In-Person Interpretations: Vietnamese	0

### All Multilingual Staff



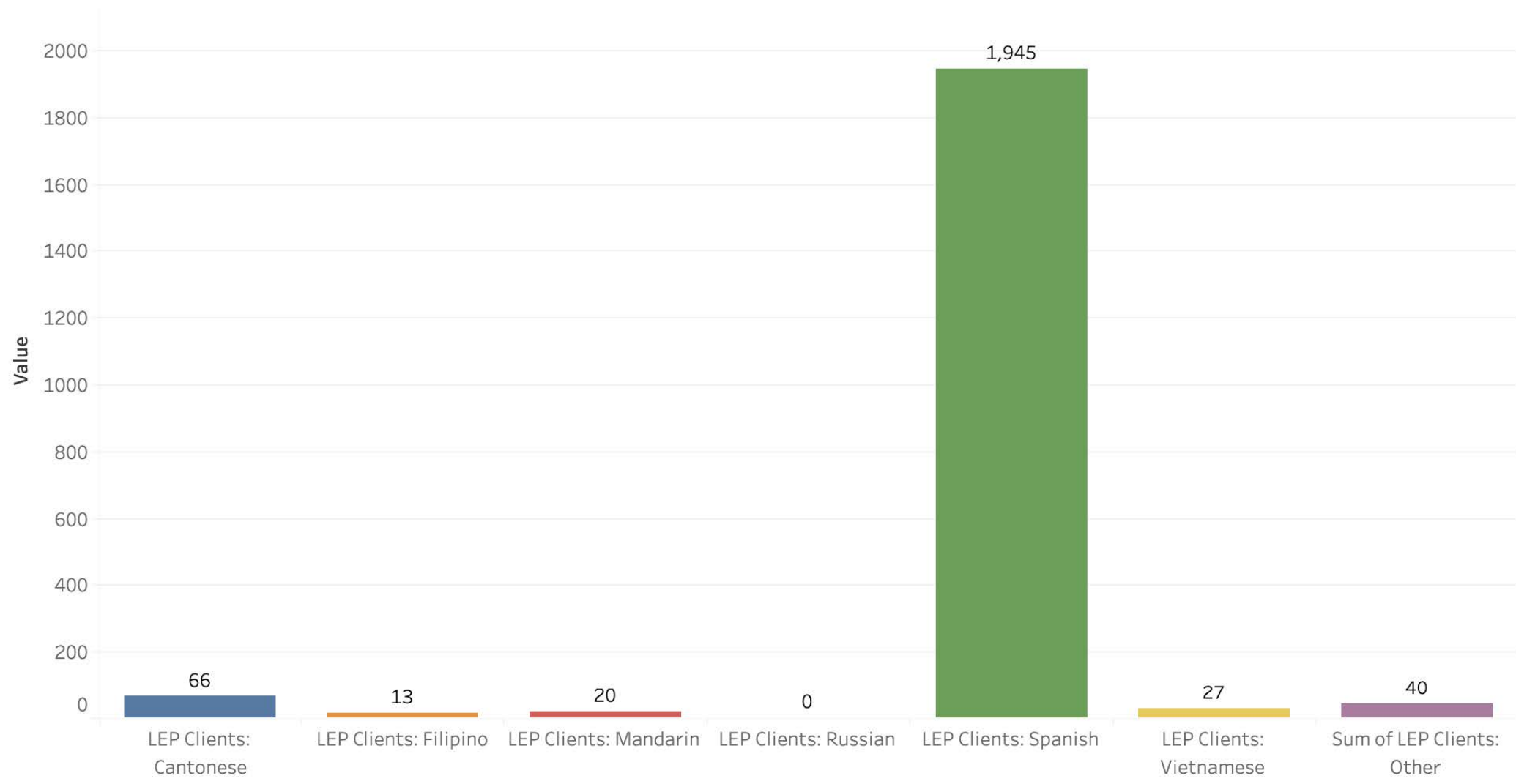
### Certified Multilingual Staff



Department

Public Defender's Office (PDR) ▼

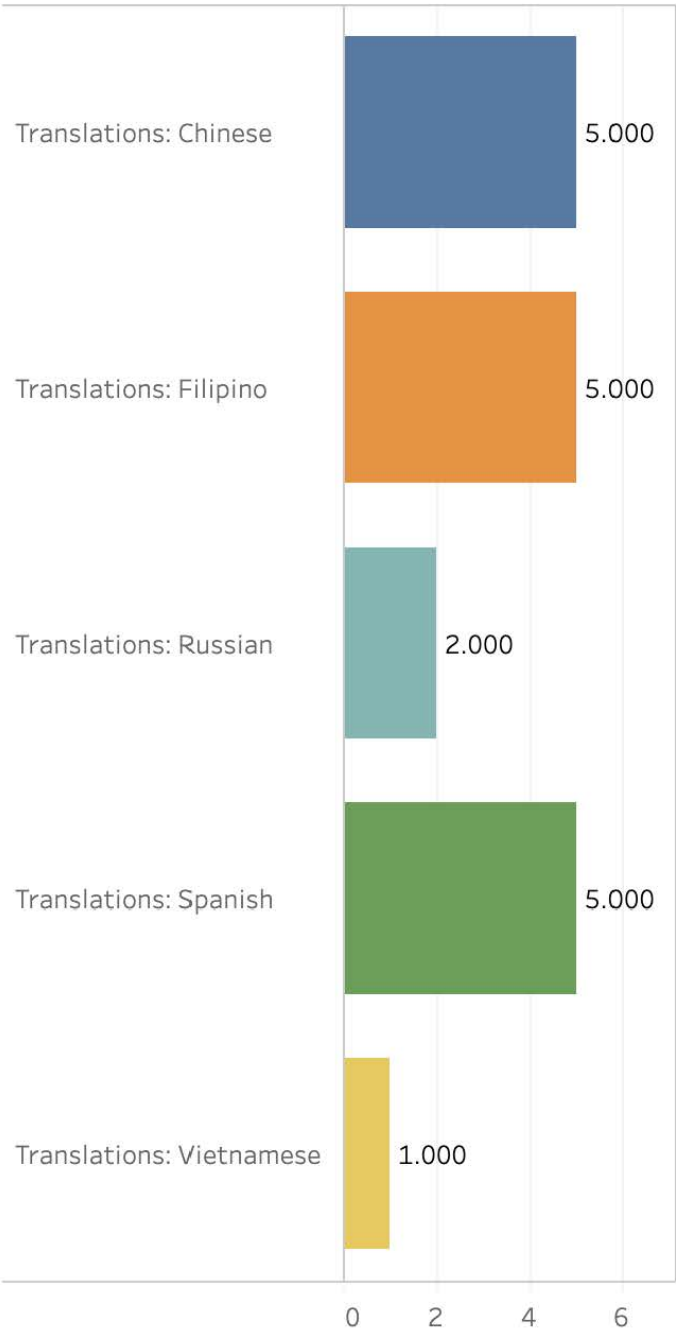
### LEP Clients Served



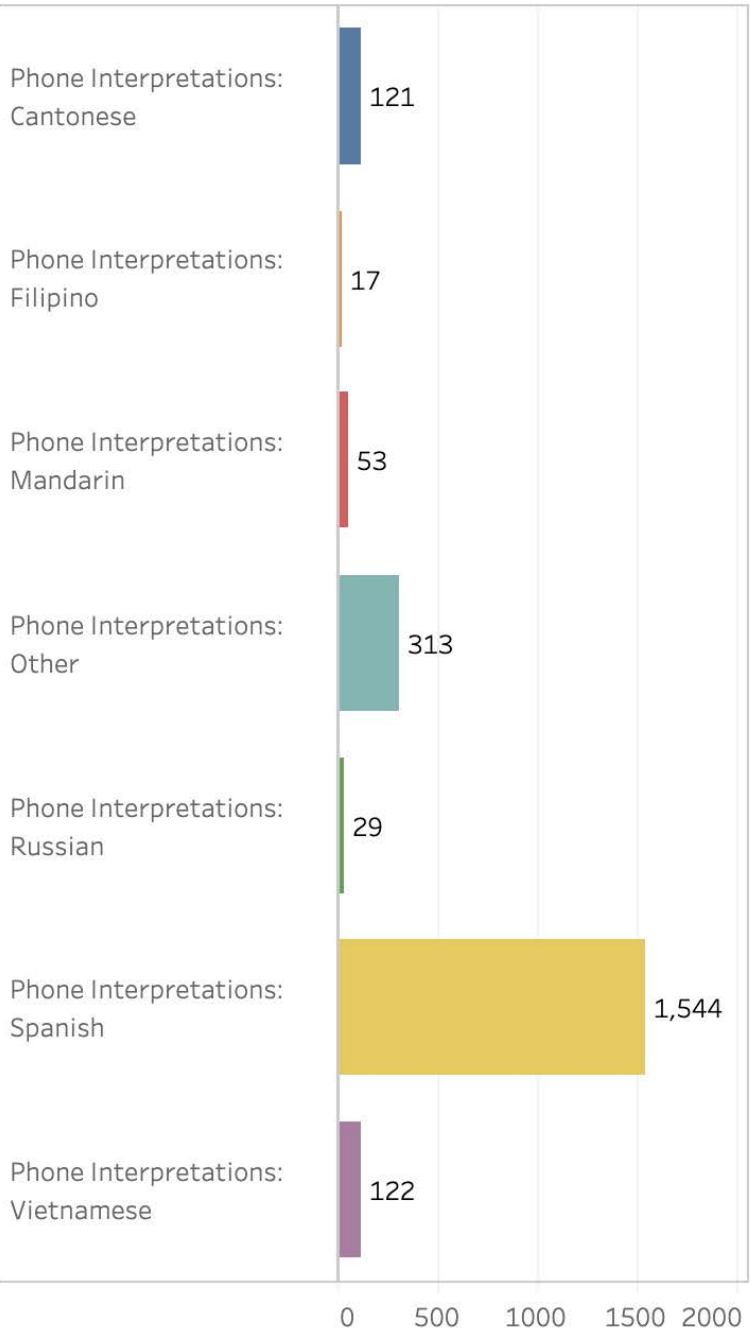
Department

Public Defender's Office (PDR)

### Translations



### Telephonic Interpretations



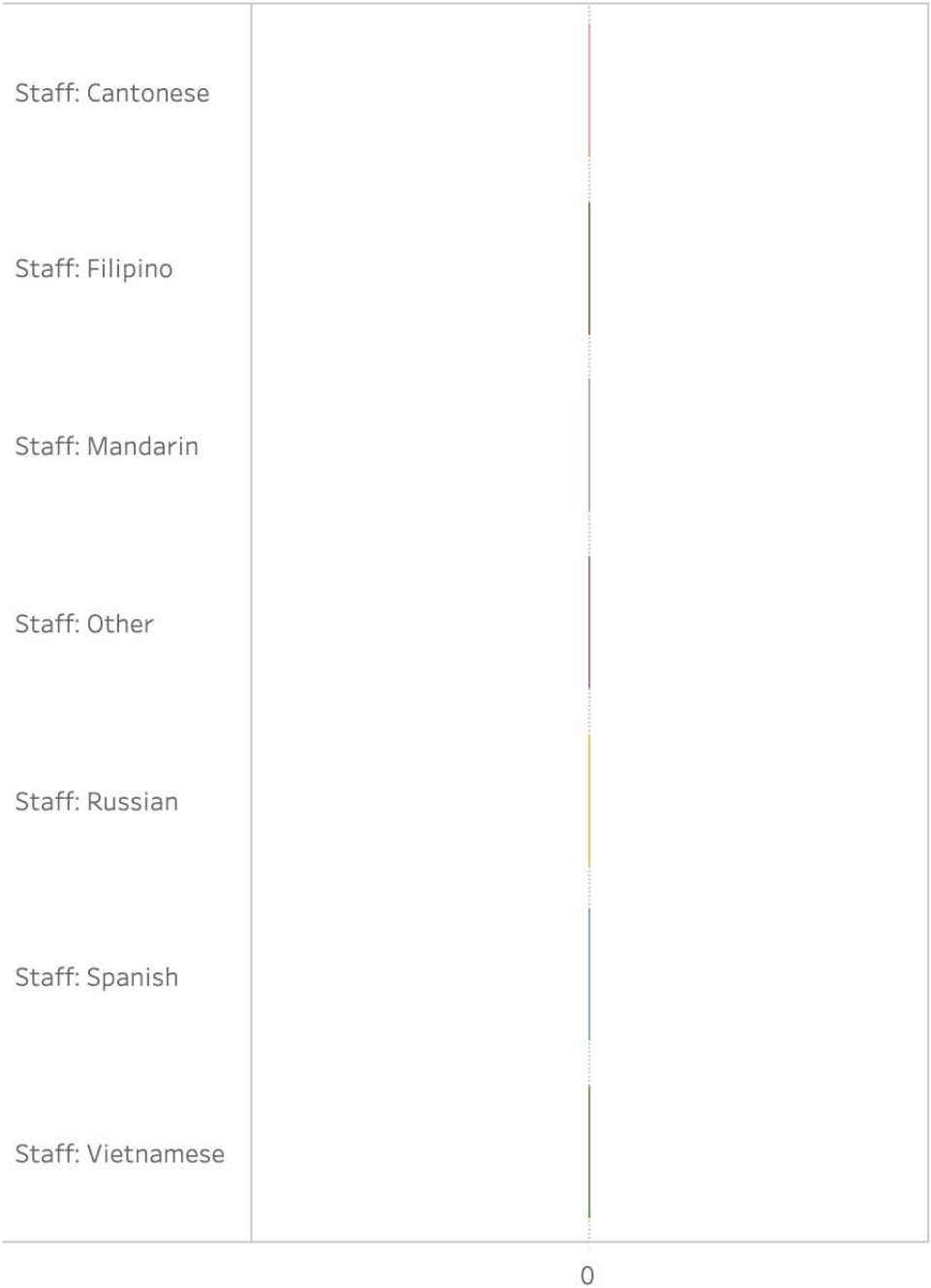
### In-Person Interpretations



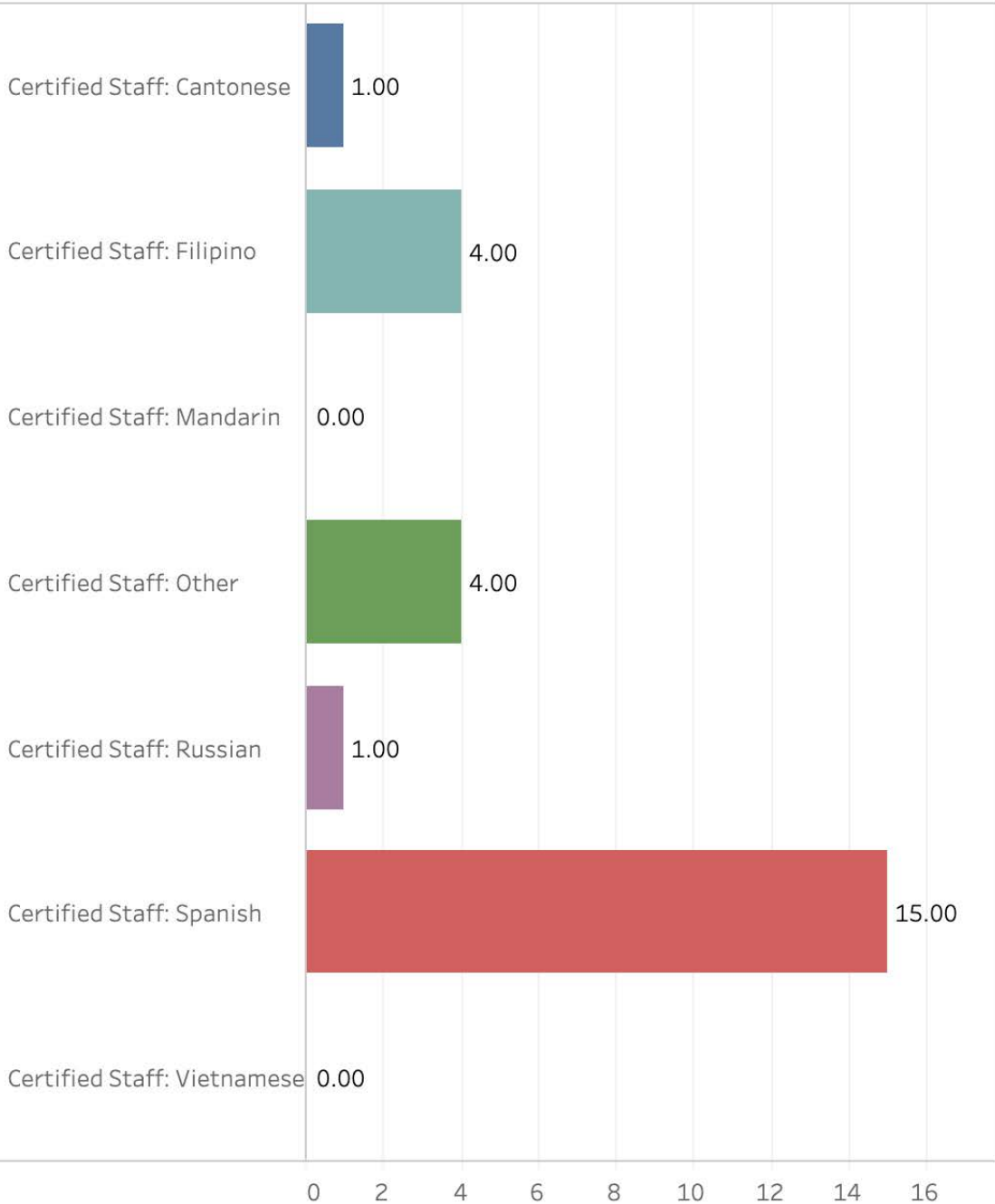
Department

Public Defender's Office (PDR)

### All Multilingual Staff



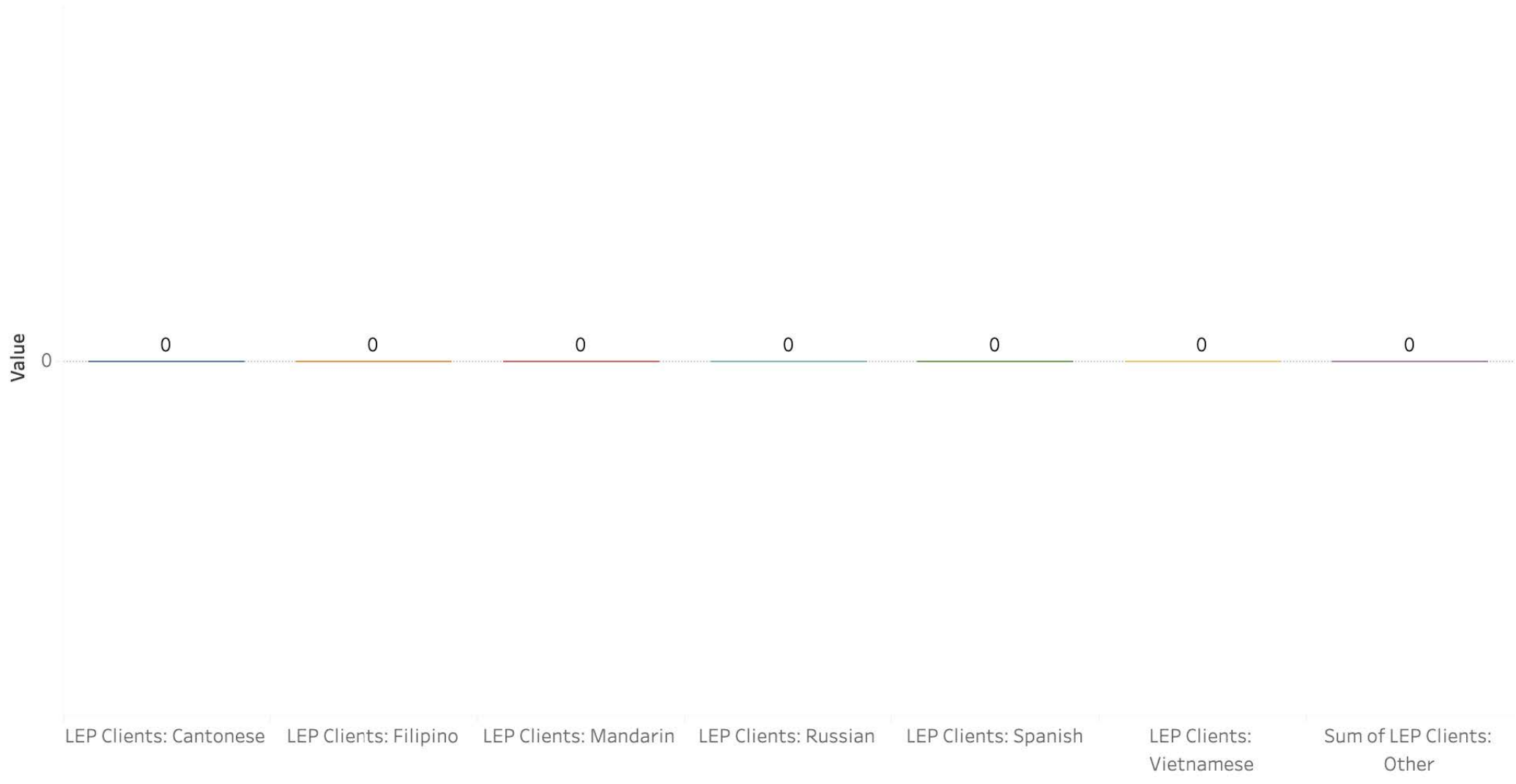
### Certified Multilingual Staff



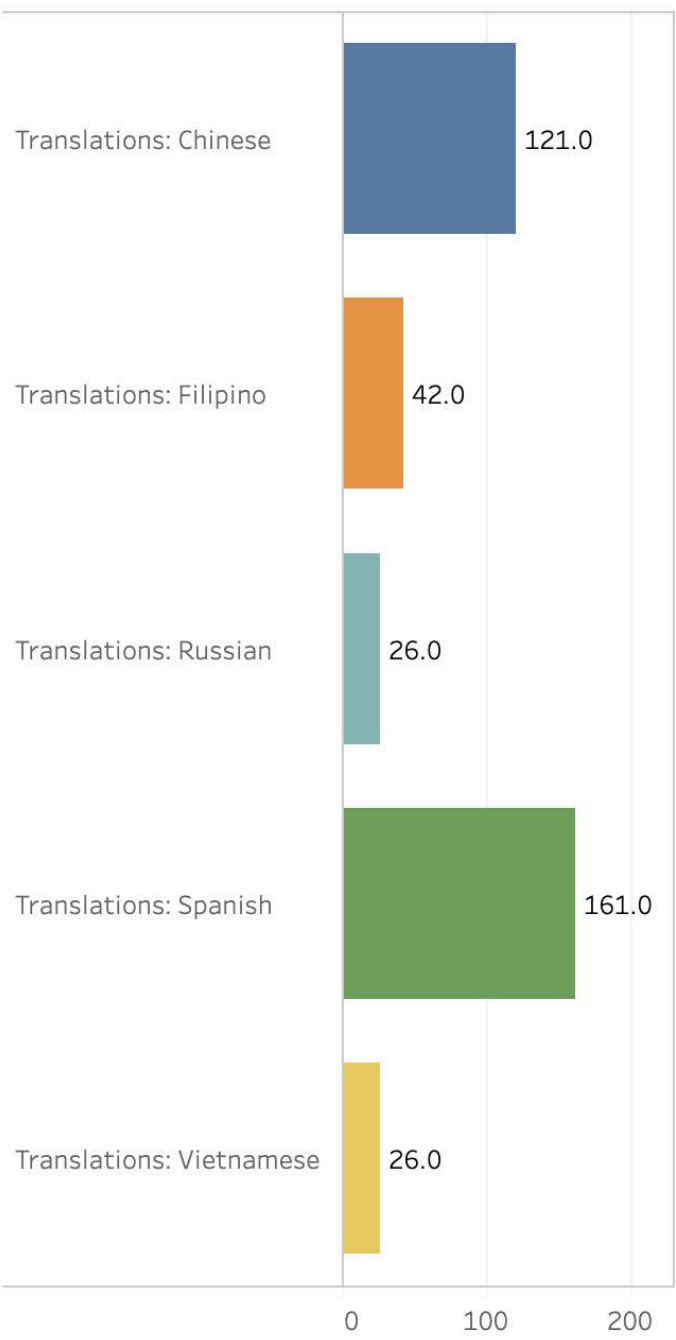
Department

Public Health (DPH) ▼

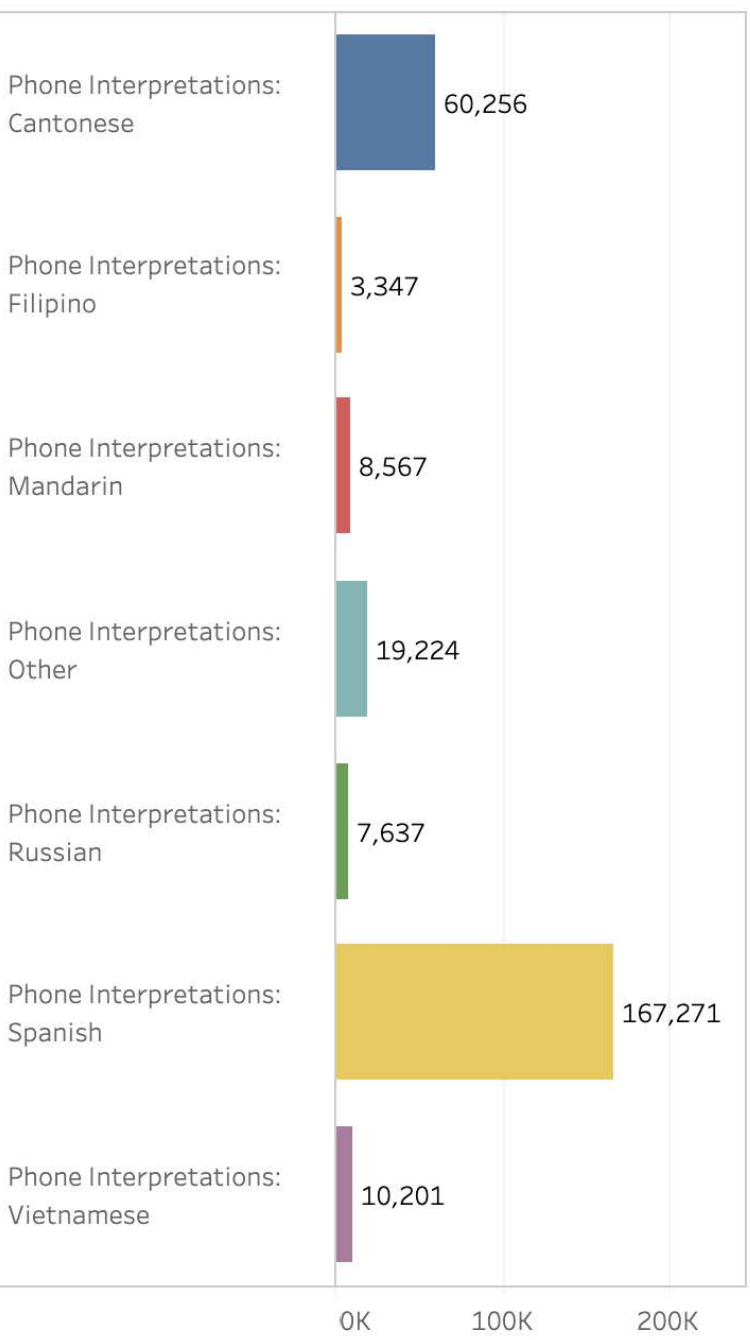
# LEP Clients Served



### Translations



### Telephonic Interpretations



### In-Person Interpretations





Department

Public Health (DPH)

### All Multilingual Staff



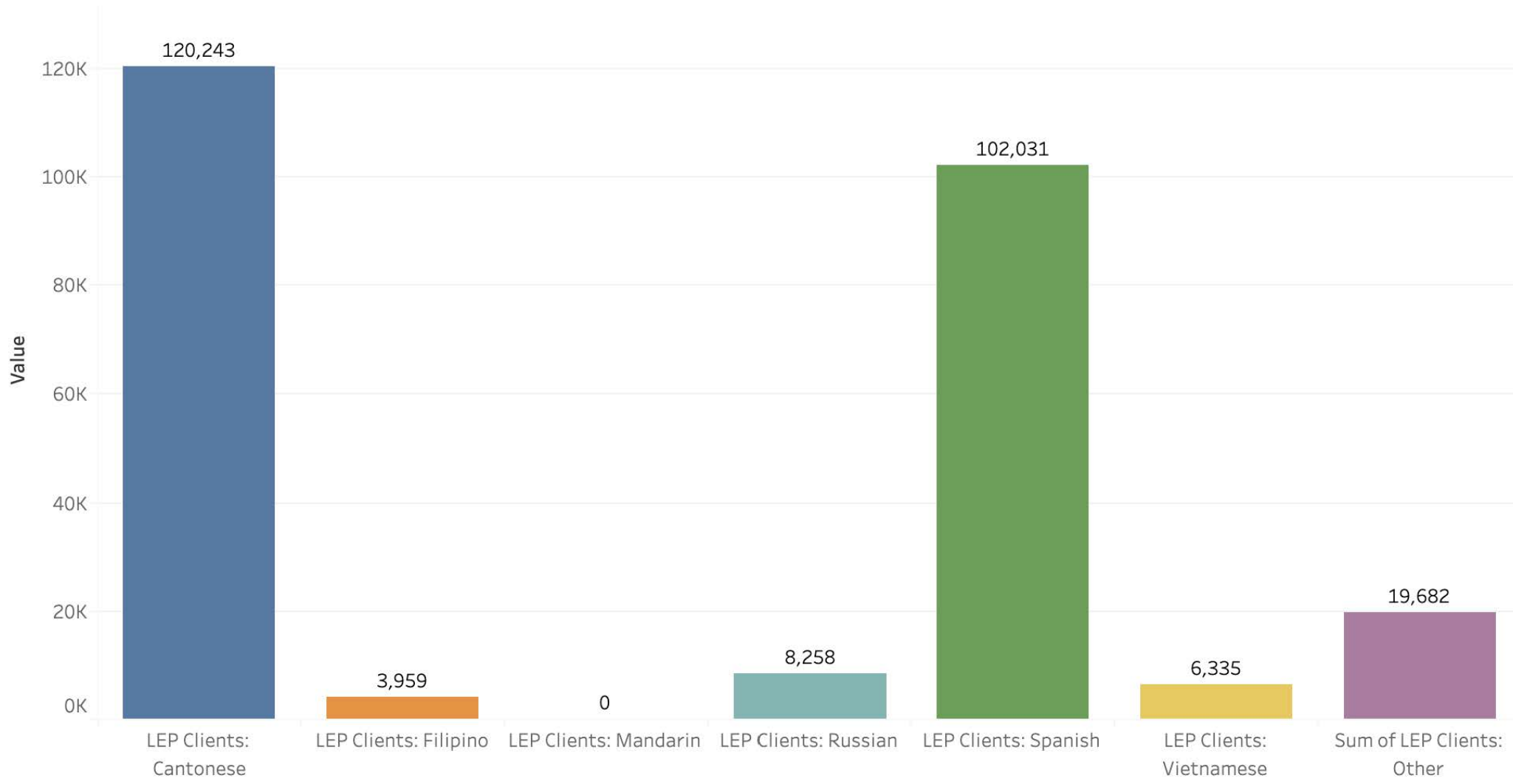
### Certified Multilingual Staff



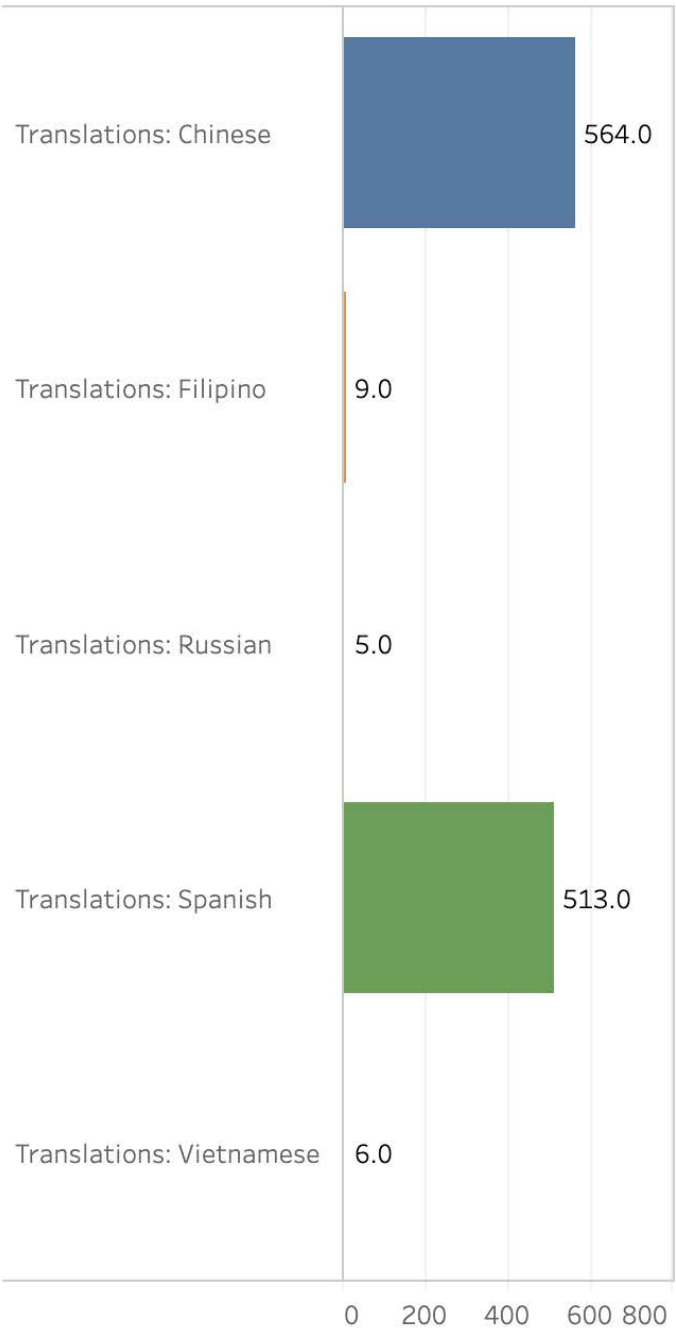
Department

Public Library (LIB) ▼

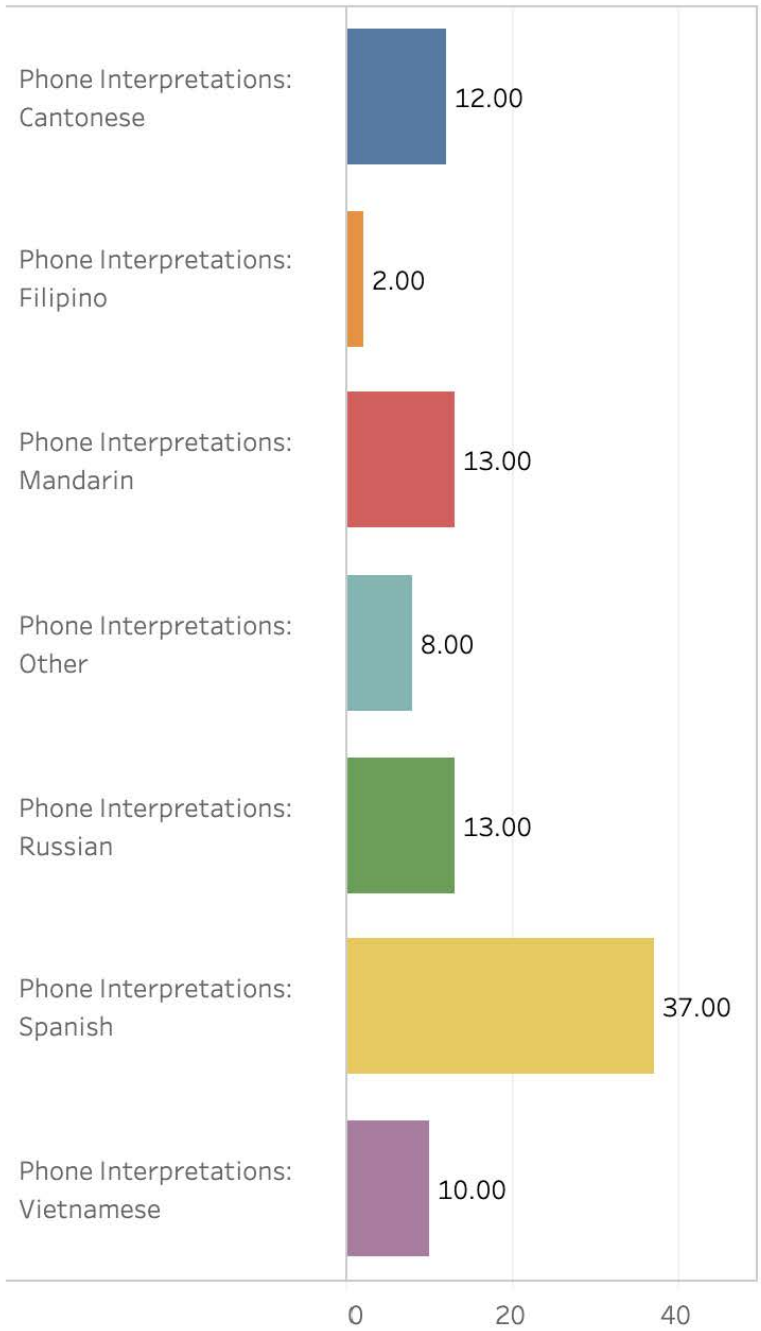
### LEP Clients Served



### Translations



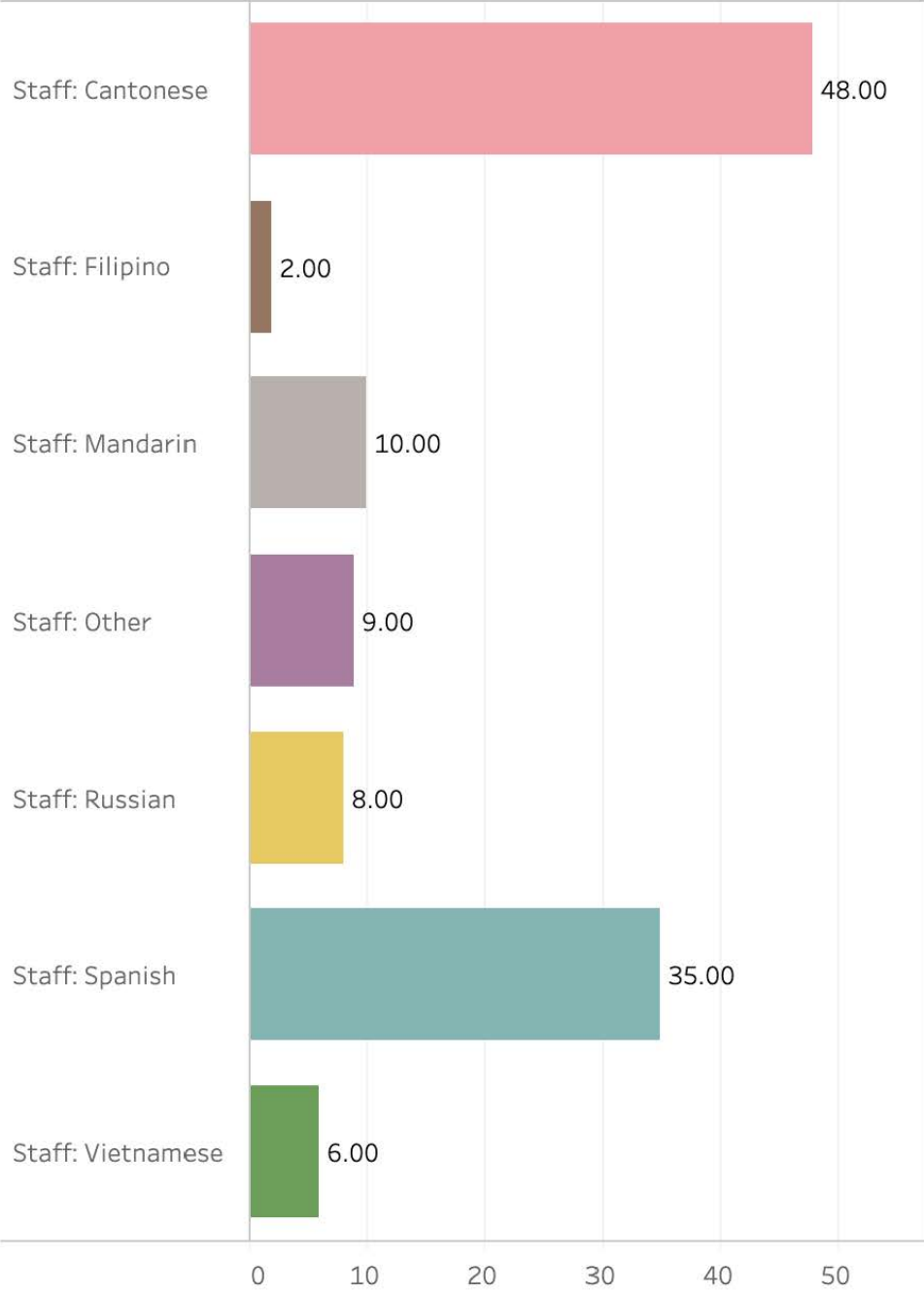
### Telephonic Interpretations



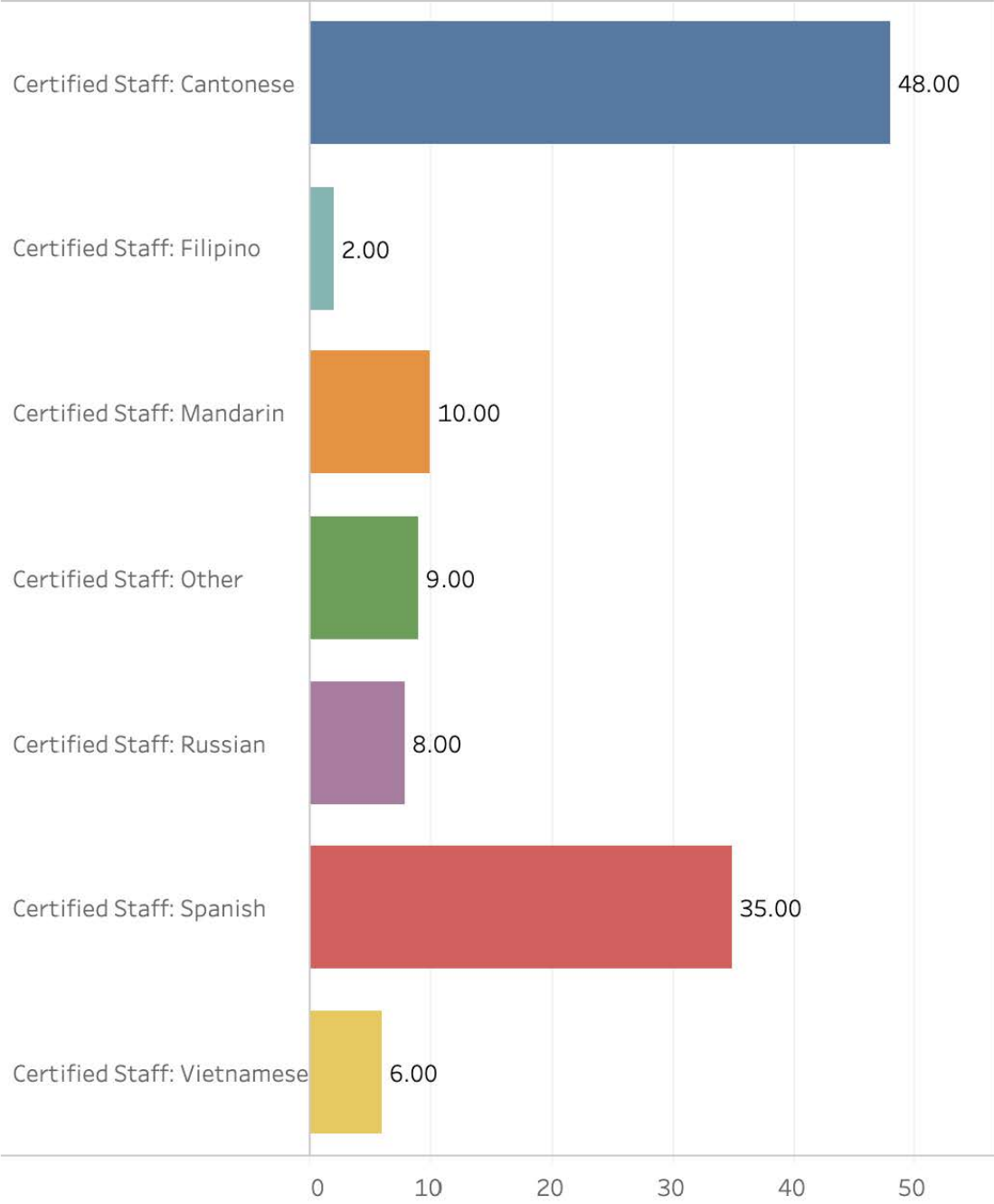
### In-Person Interpretations



### All Multilingual Staff



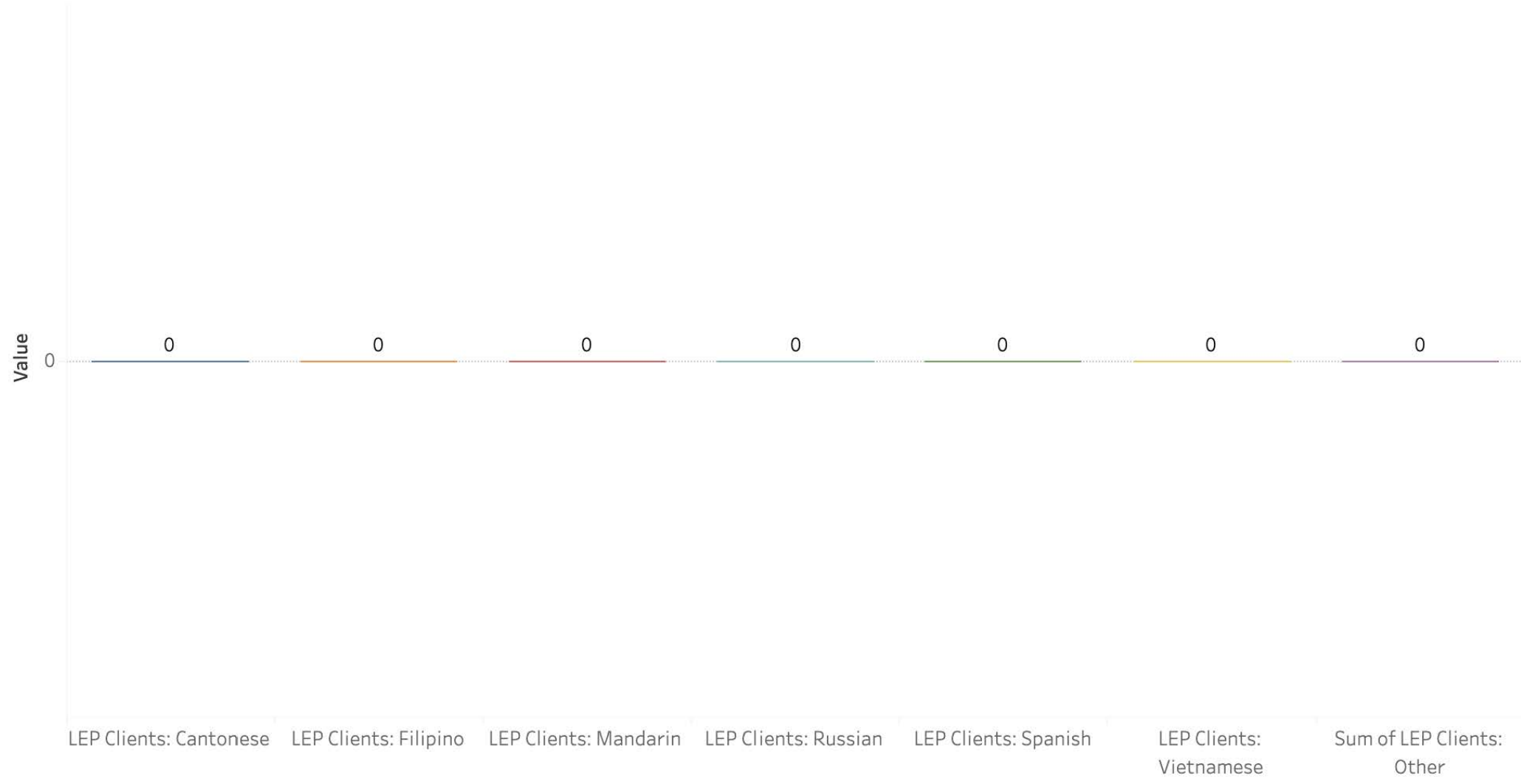
### Certified Multilingual Staff



Department

Public Works (DPW) ▼

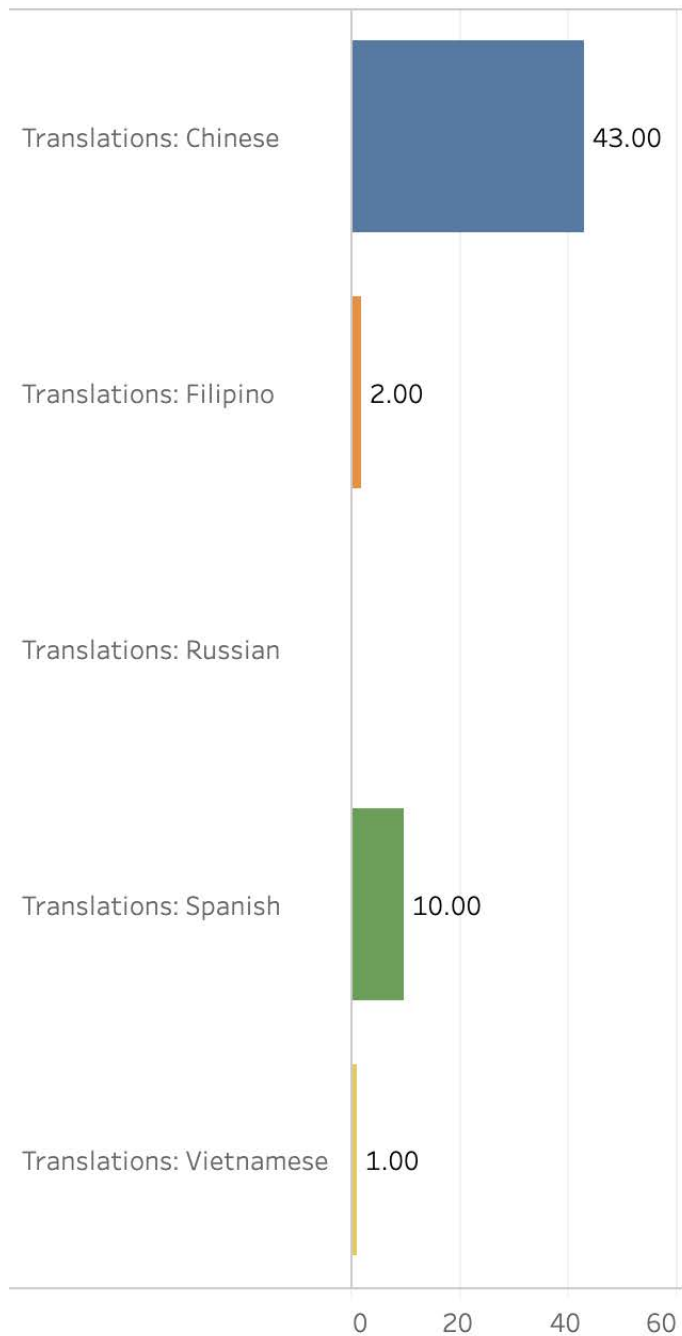
### LEP Clients Served



Department

Public Works (DPW)

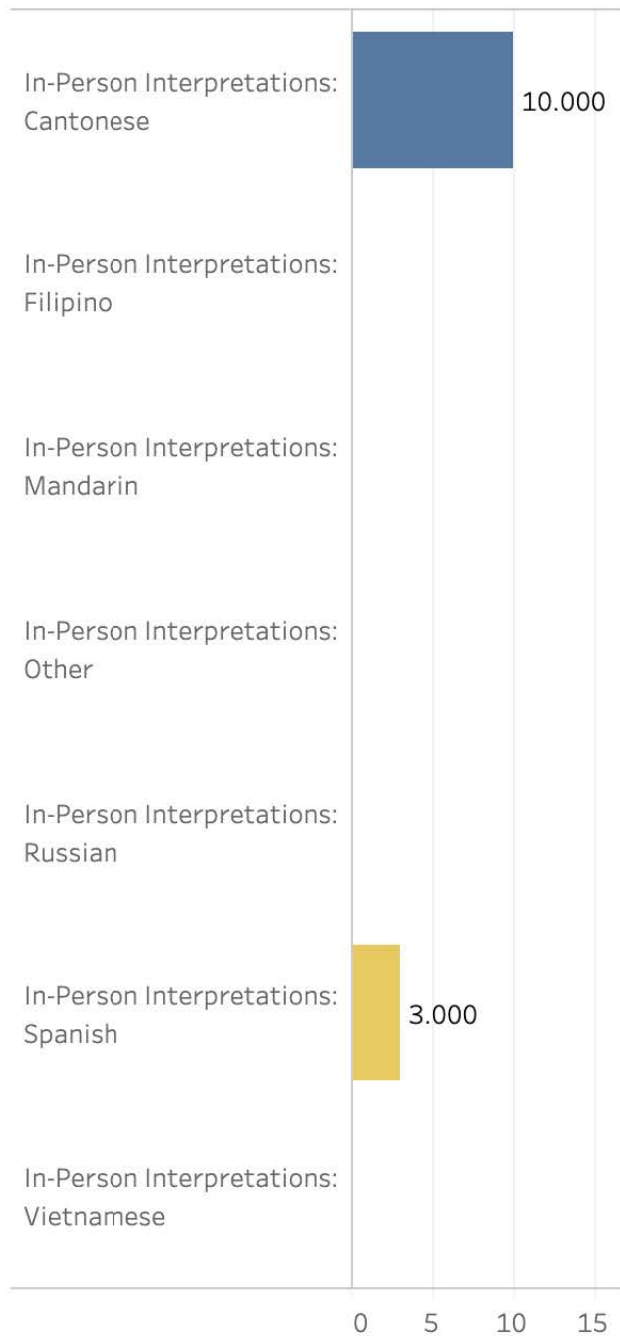
### Translations



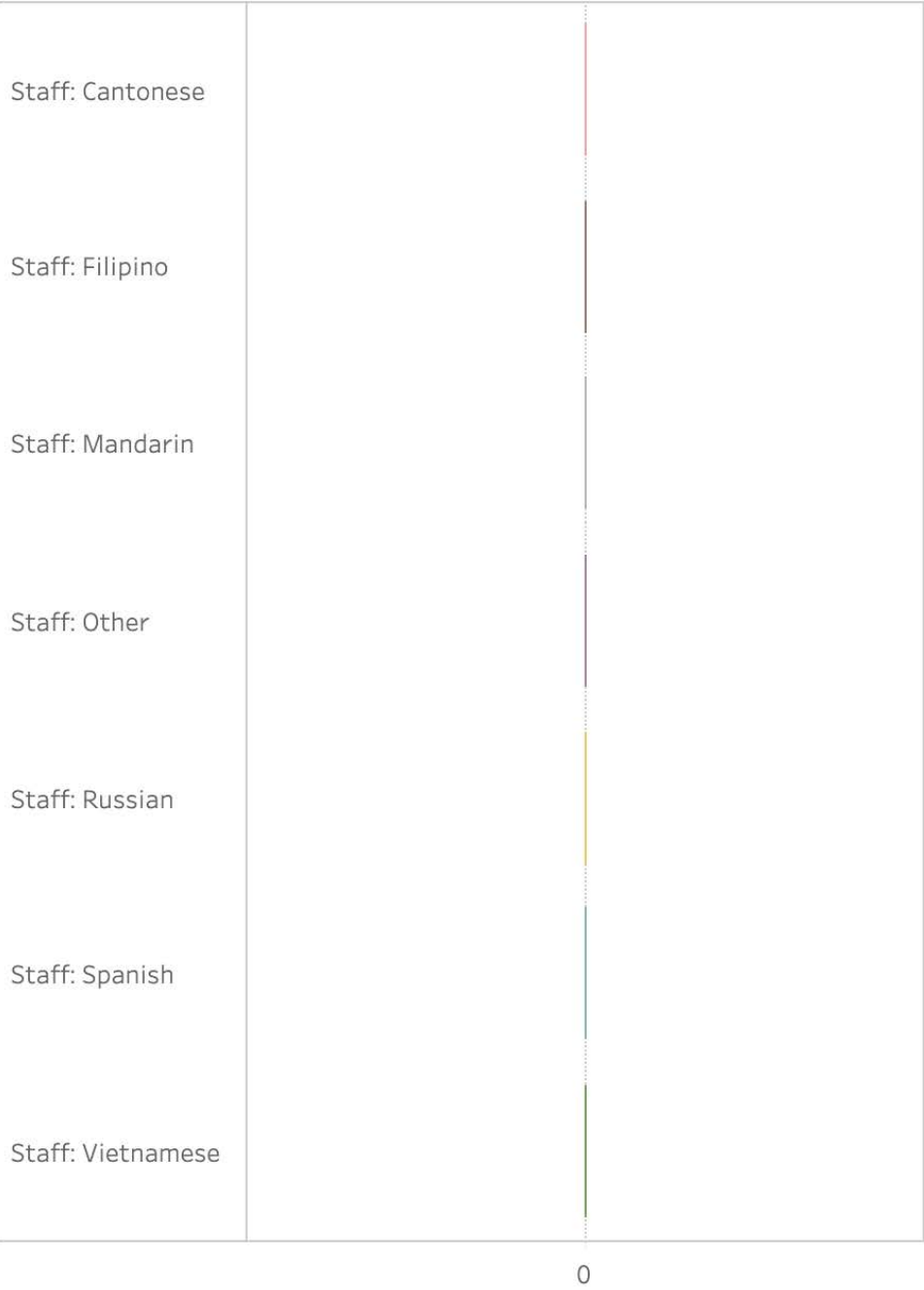
### Telephonic Interpretations



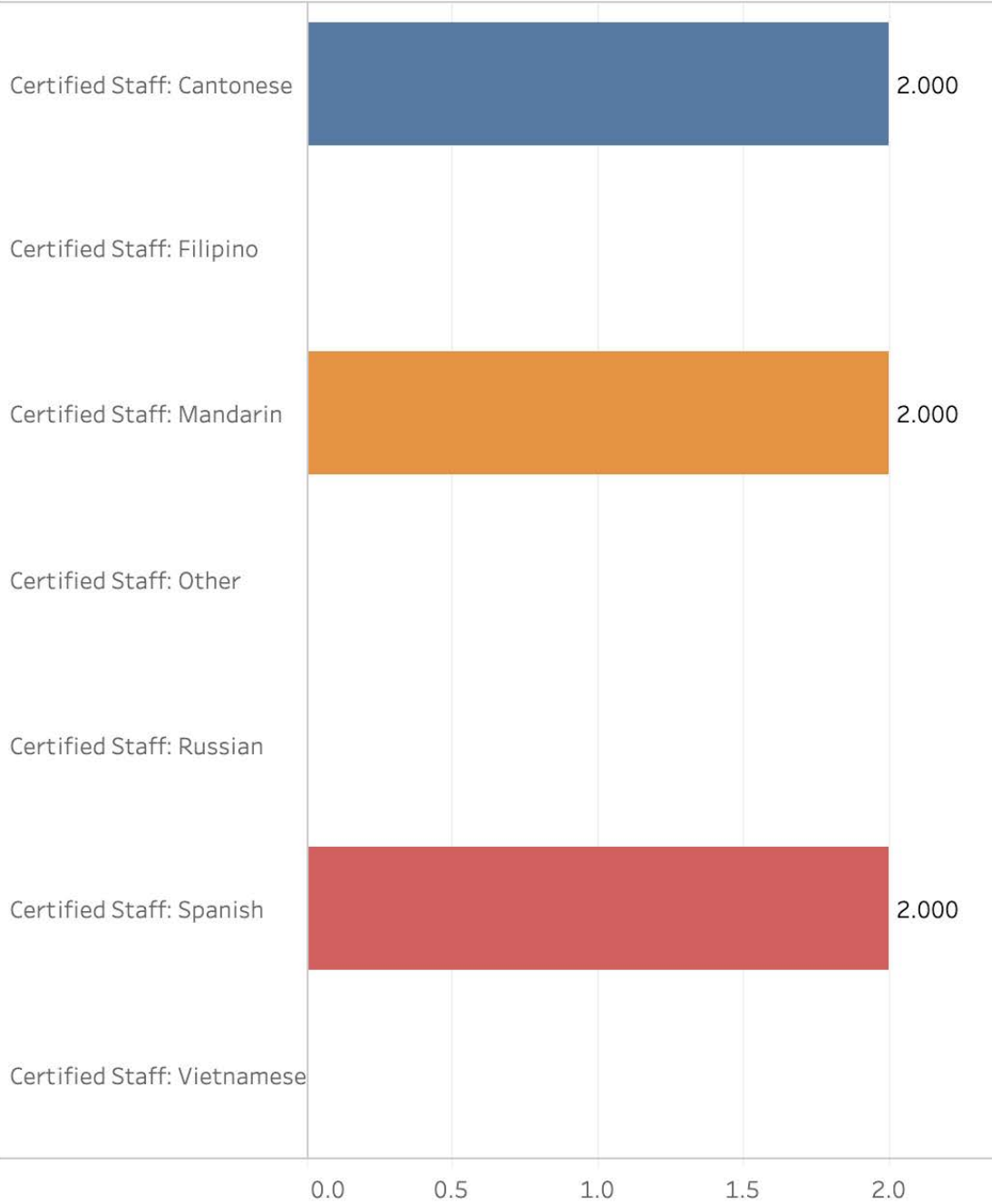
### In-Person Interpretations



### All Multilingual Staff

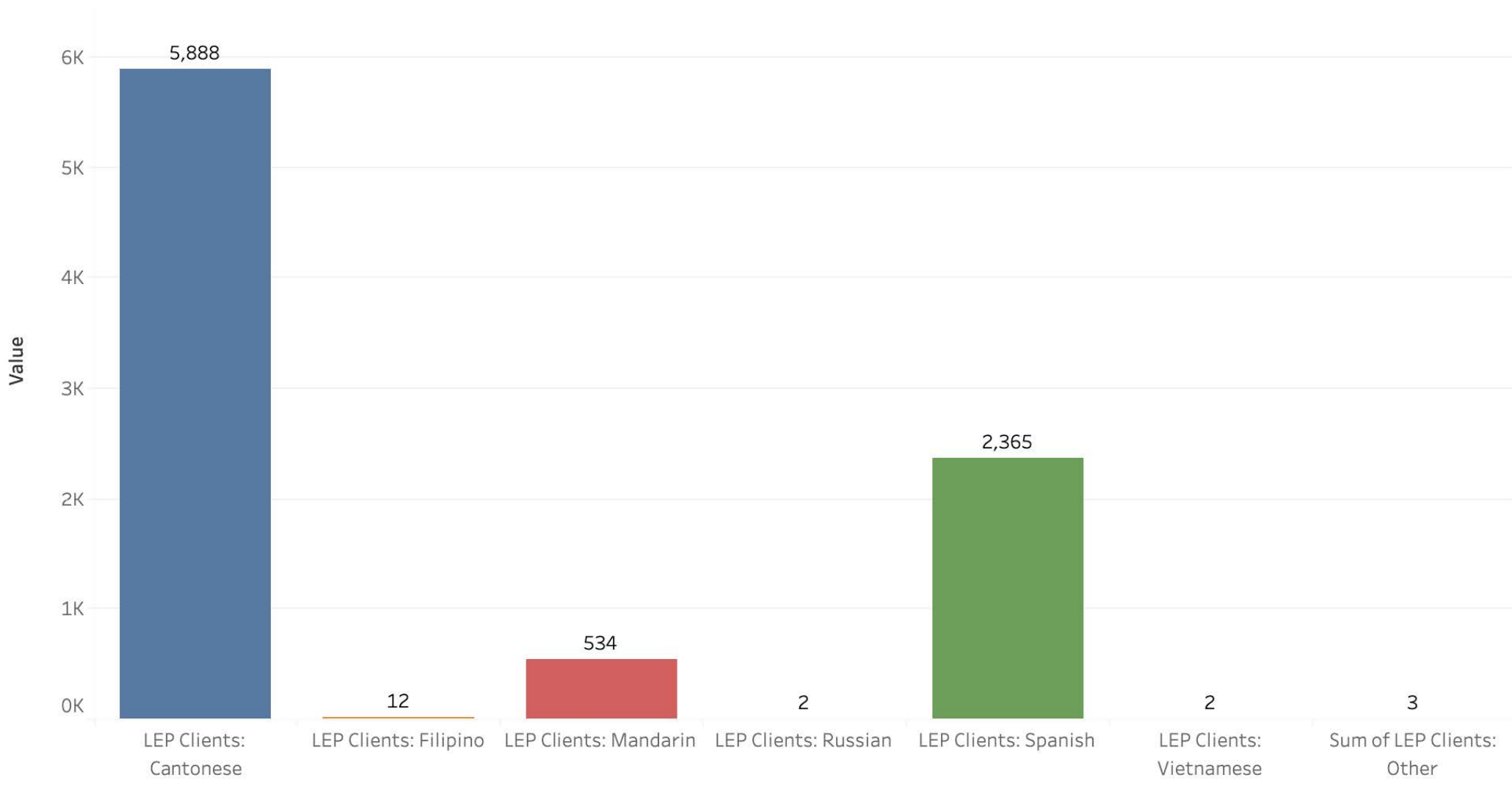


### Certified Multilingual Staff



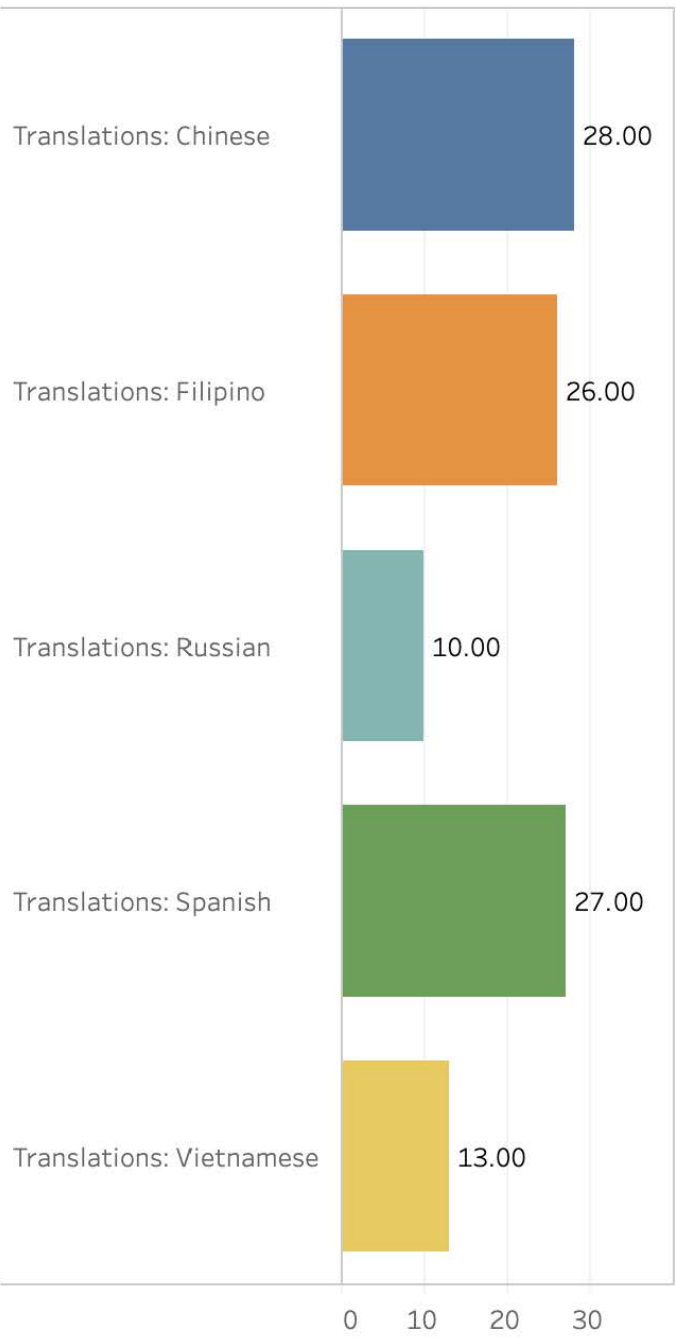
Department  
Public Utilities Commission (PUC) ▼

### LEP Clients Served

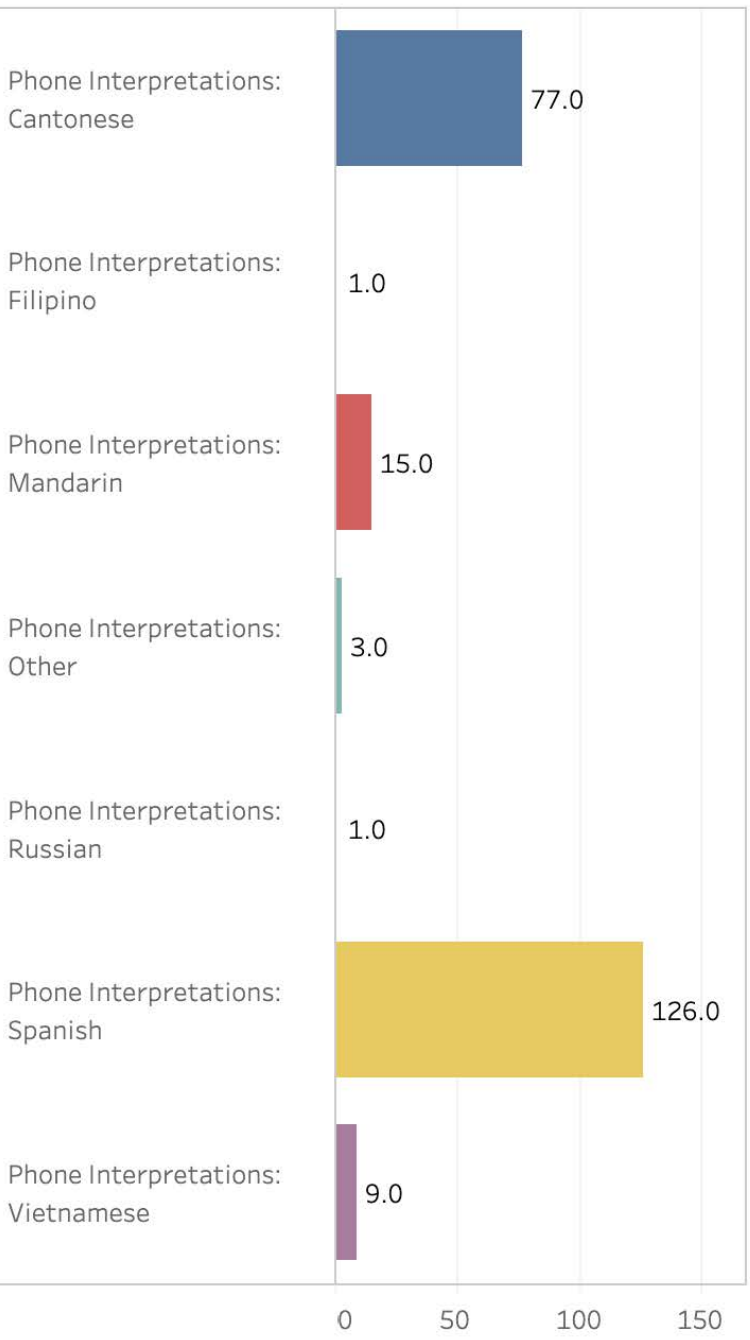




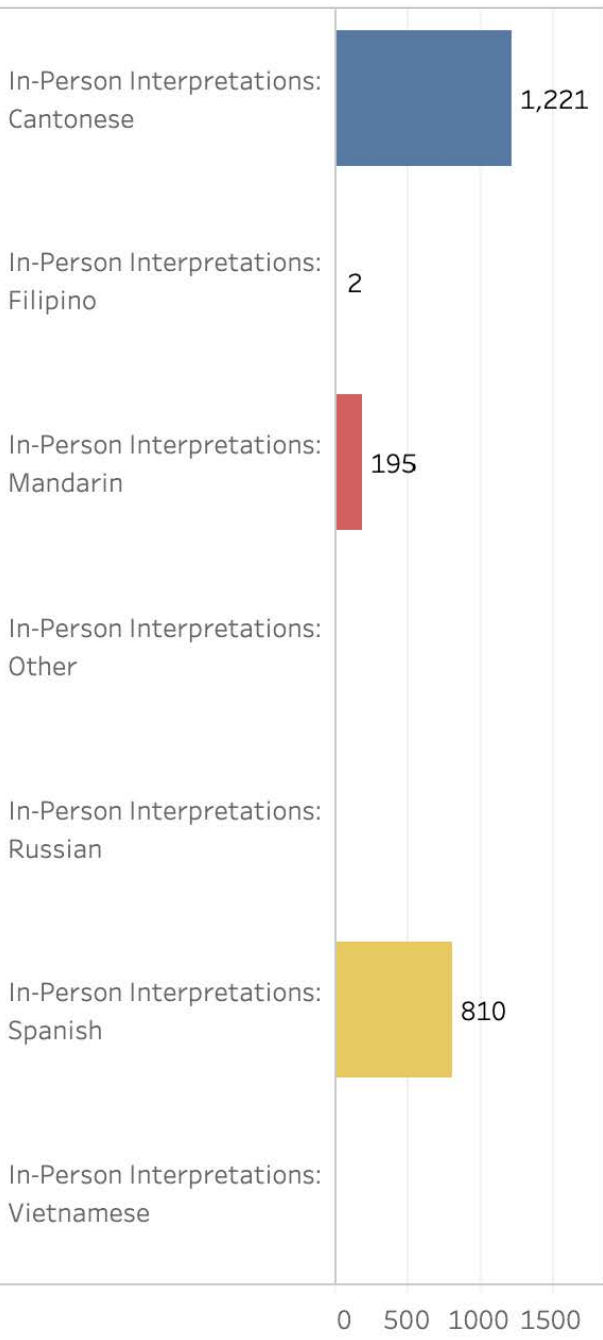
### Translations



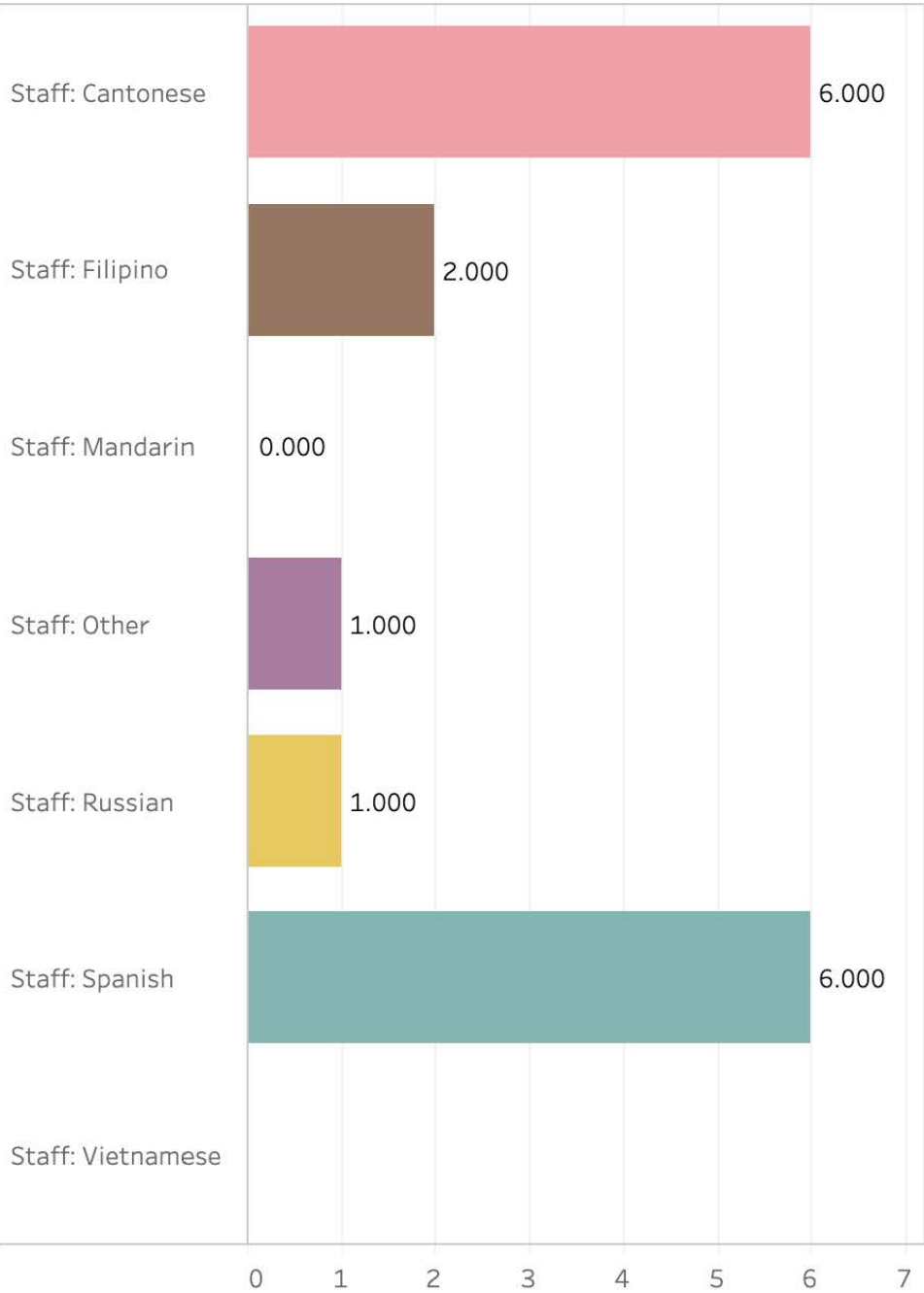
### Telephonic Interpretations



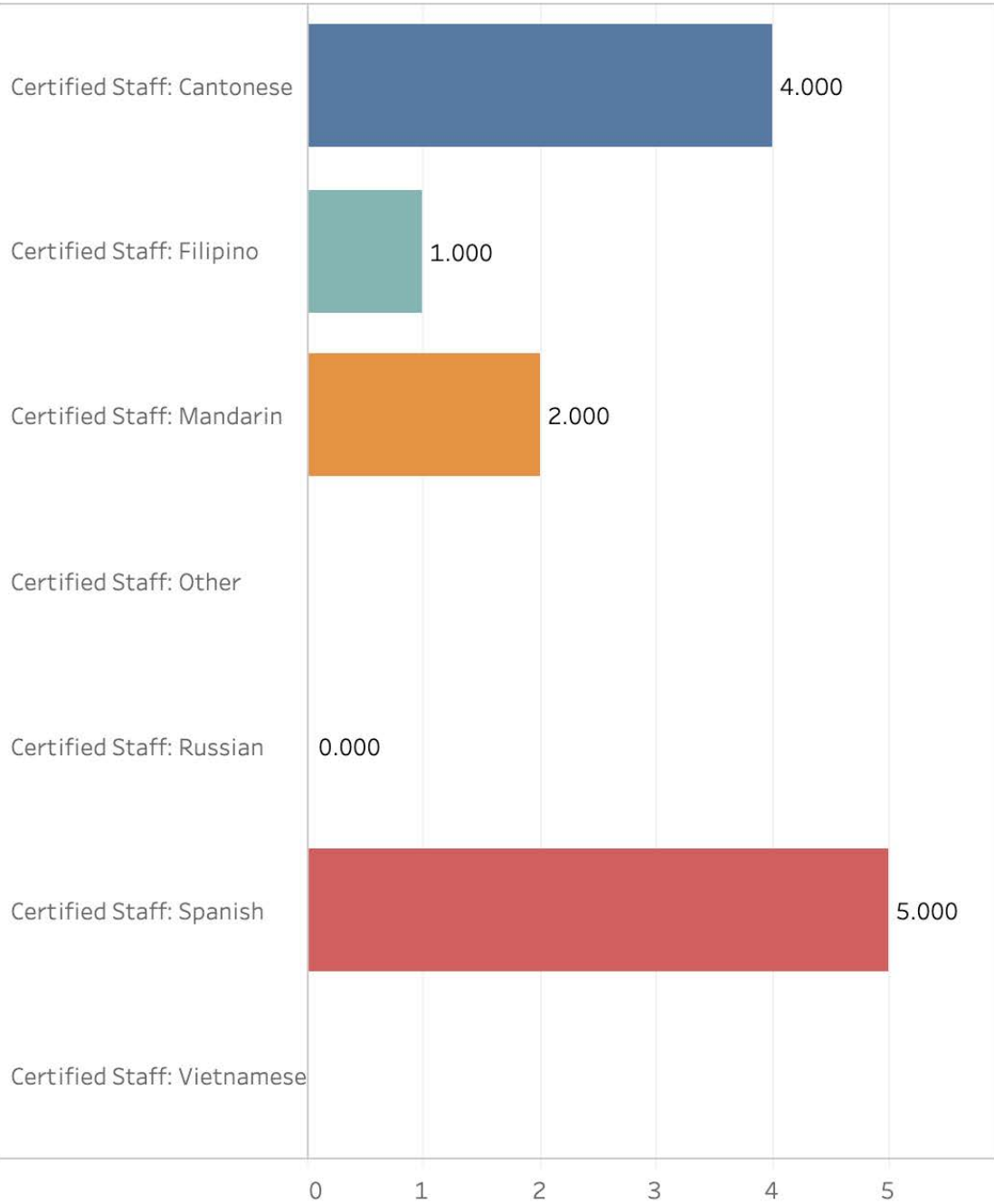
### In-Person Interpretations



### All Multilingual Staff



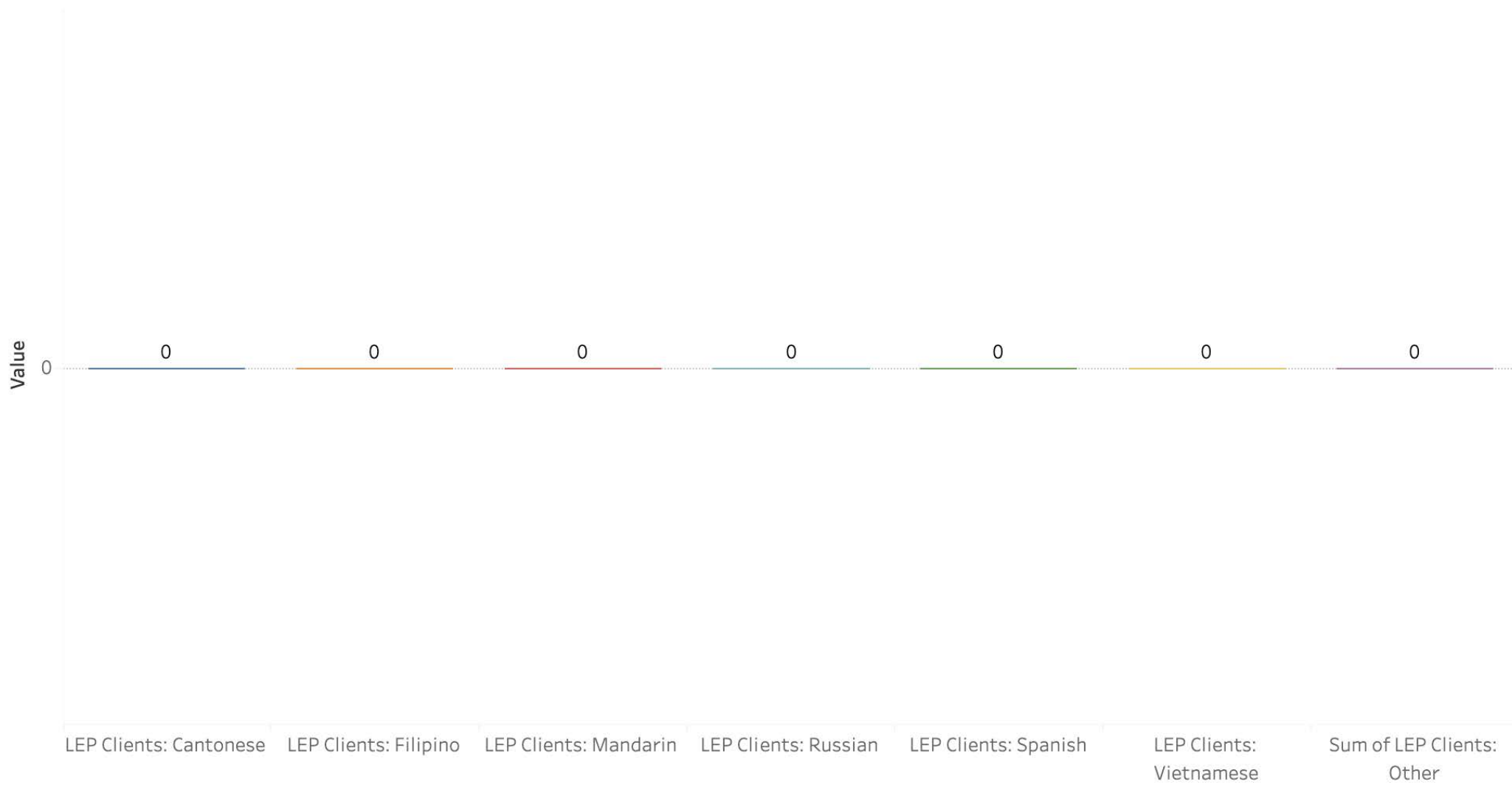
### Certified Multilingual Staff



Department

Real Estate Division

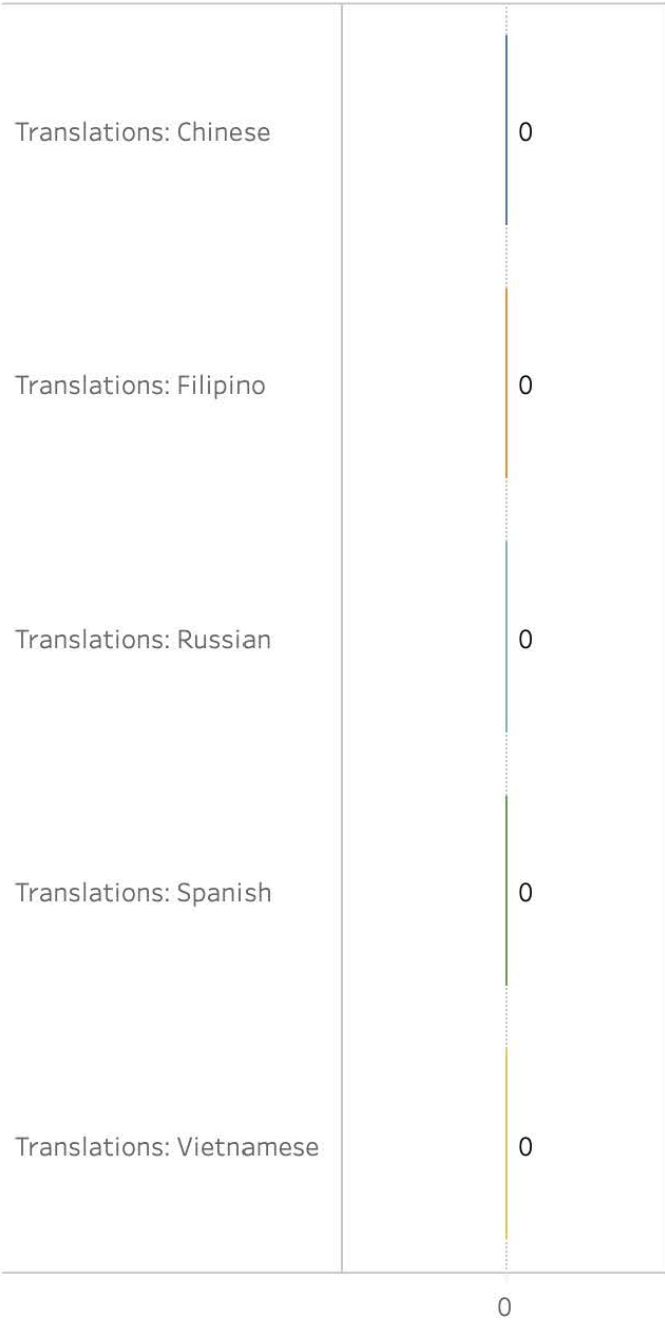
### LEP Clients Served



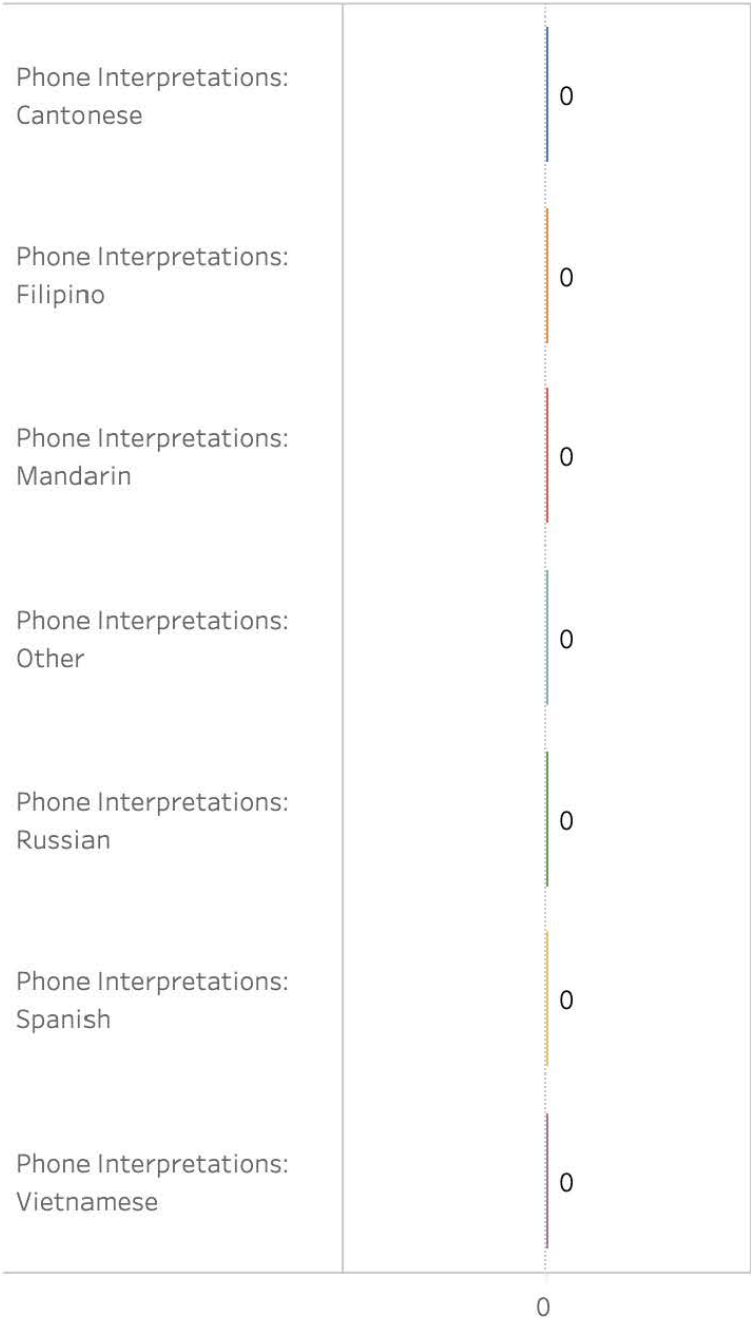
Department

Real Estate Division

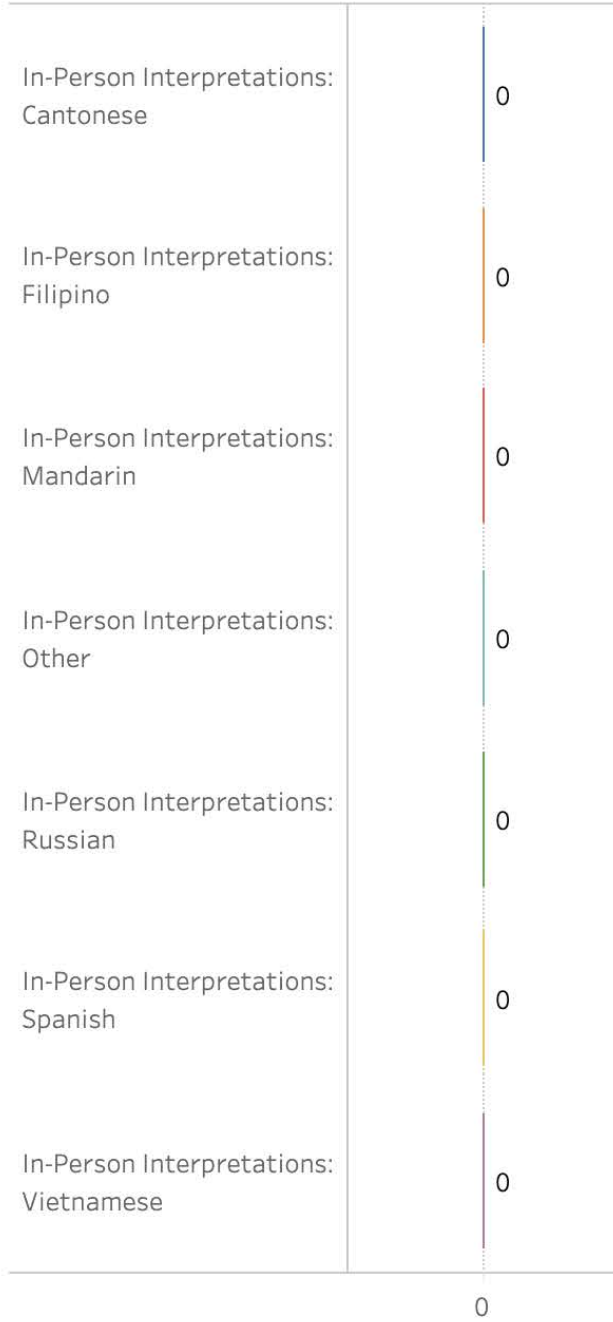
### Translations



### Telephonic Interpretations



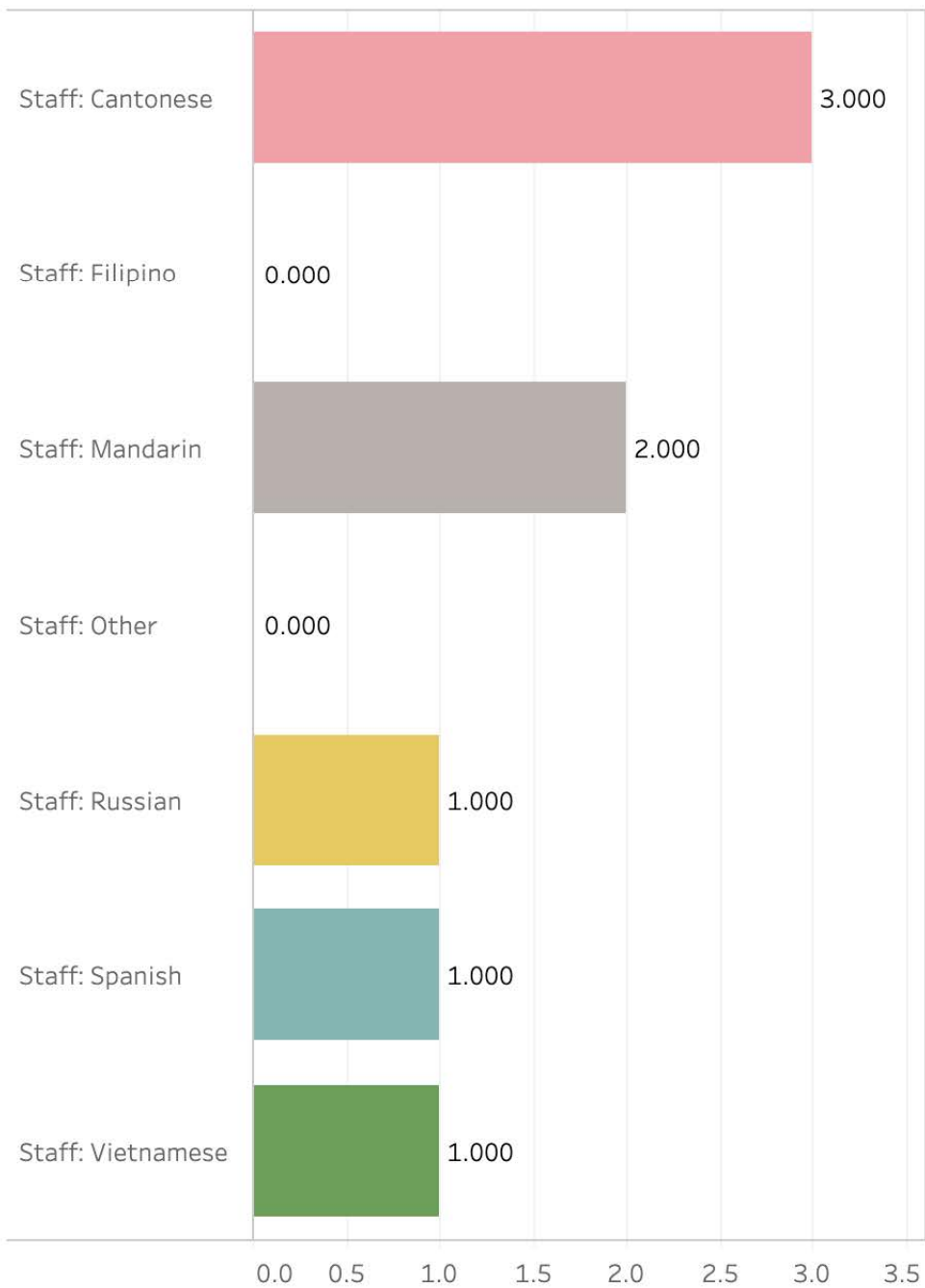
### In-Person Interpretations



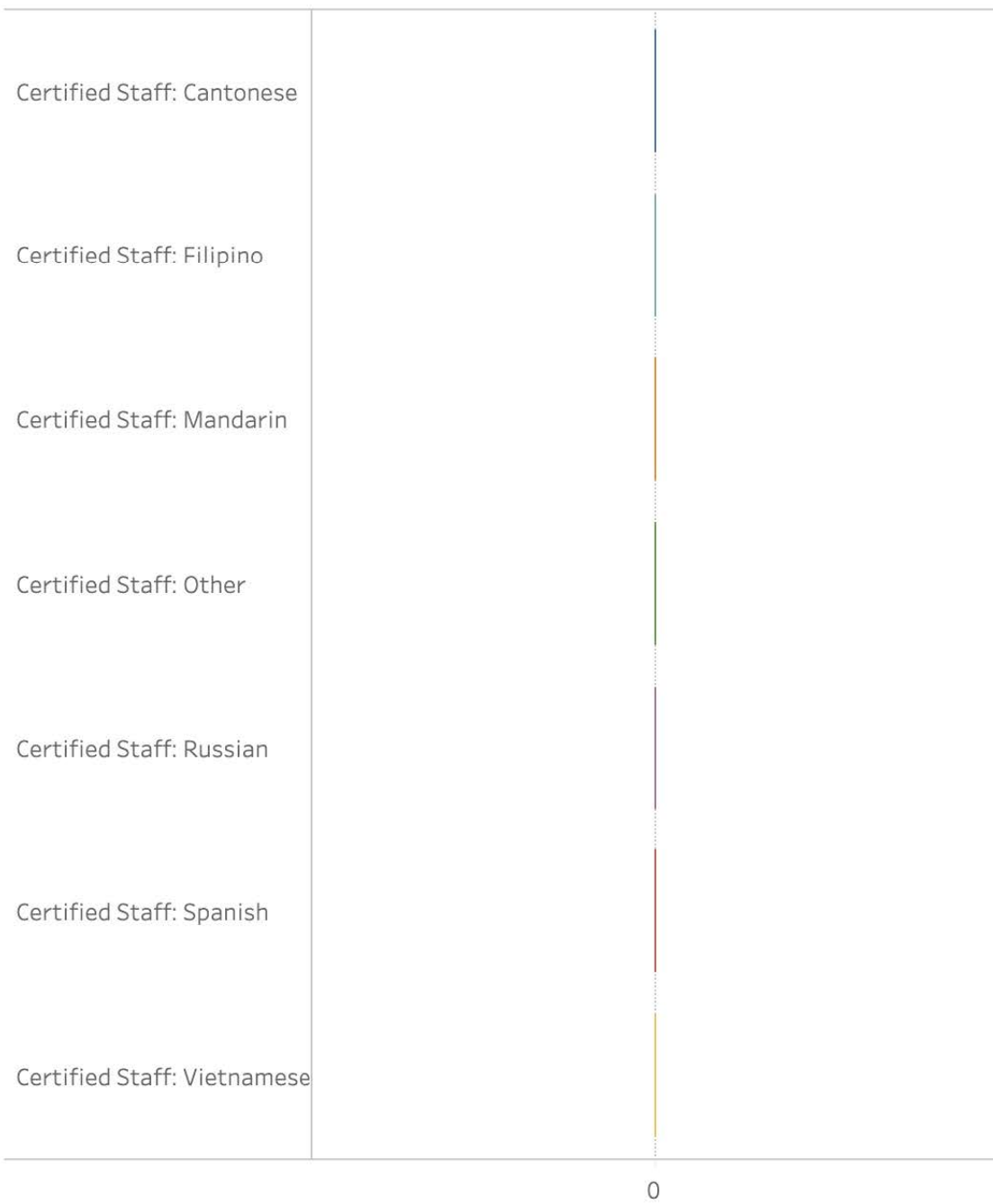
Department

Real Estate Division

### All Multilingual Staff



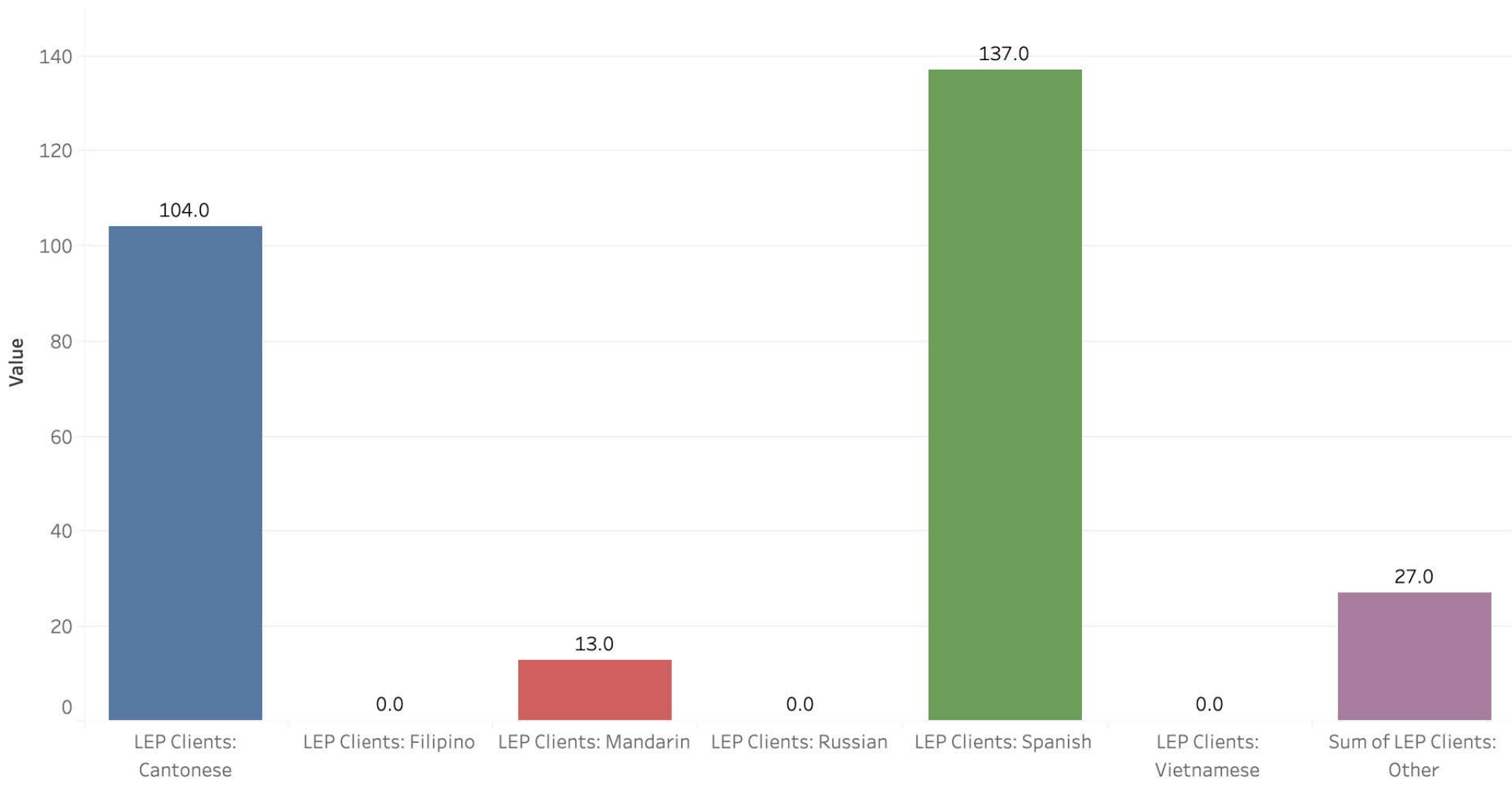
### Certified Multilingual Staff



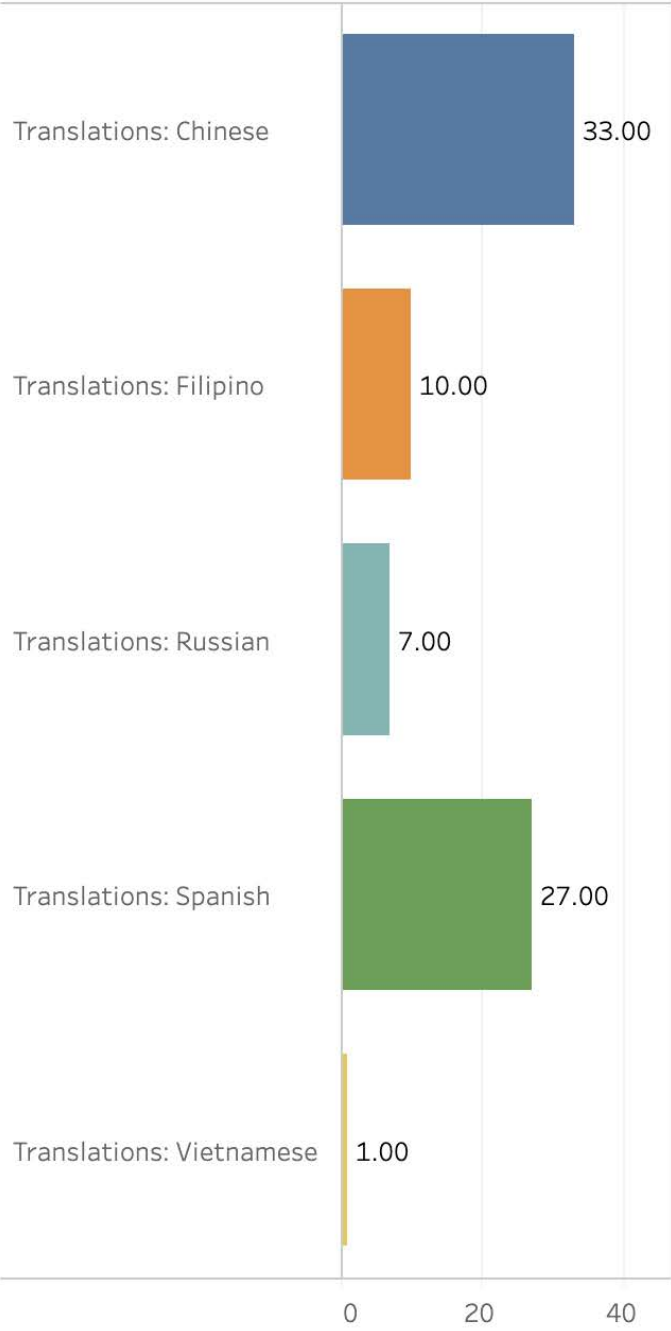
Department

Recreation and Parks (REC) ▼

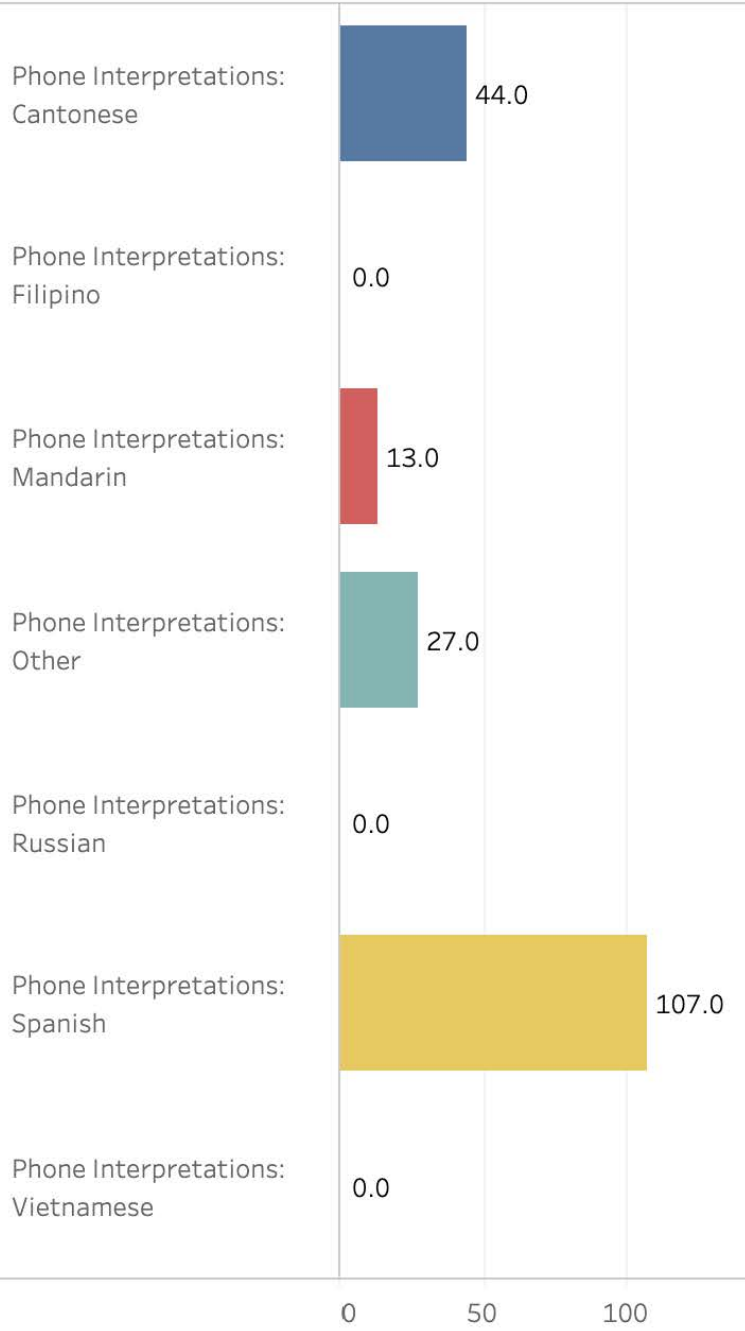
LEP Clients Served



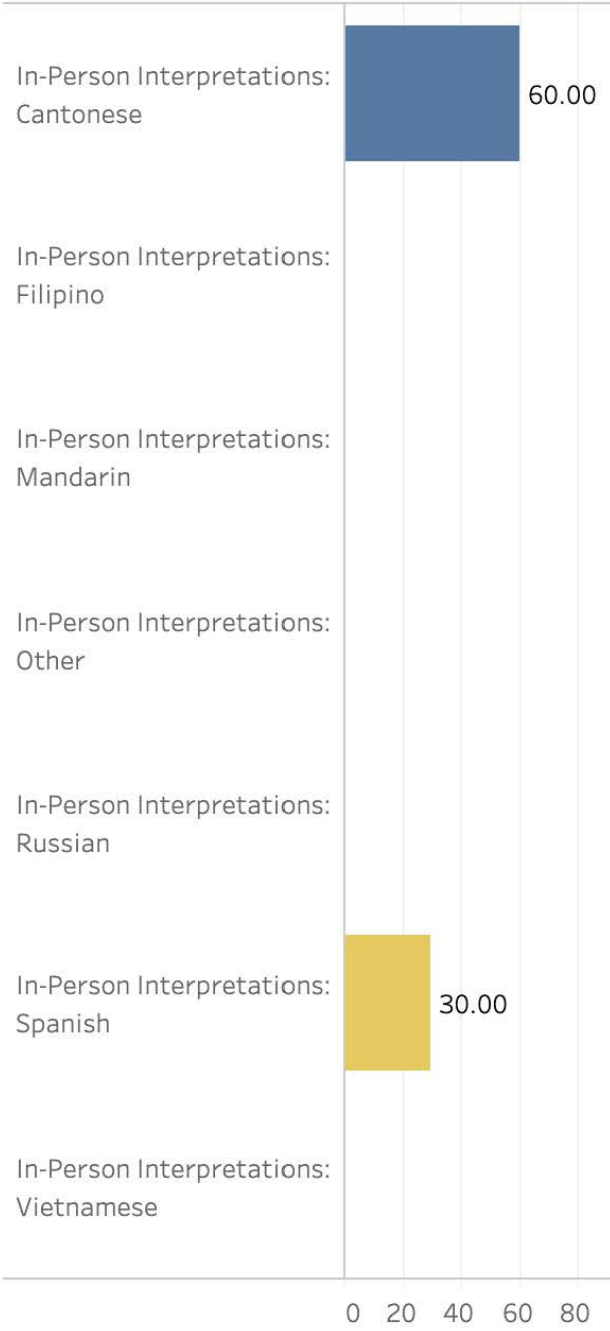
### Translations



### Telephonic Interpretations



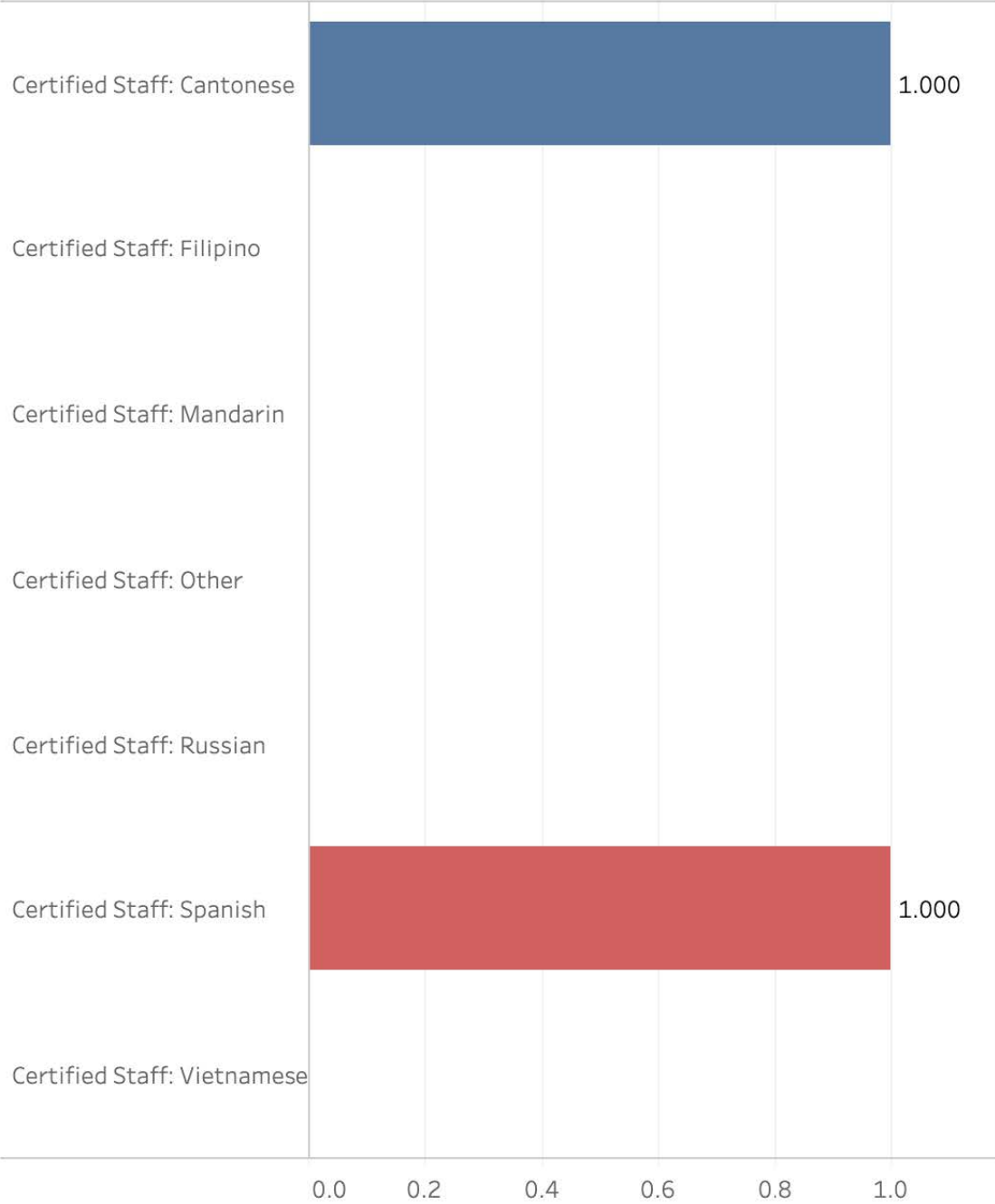
### In-Person Interpretations



### All Multilingual Staff



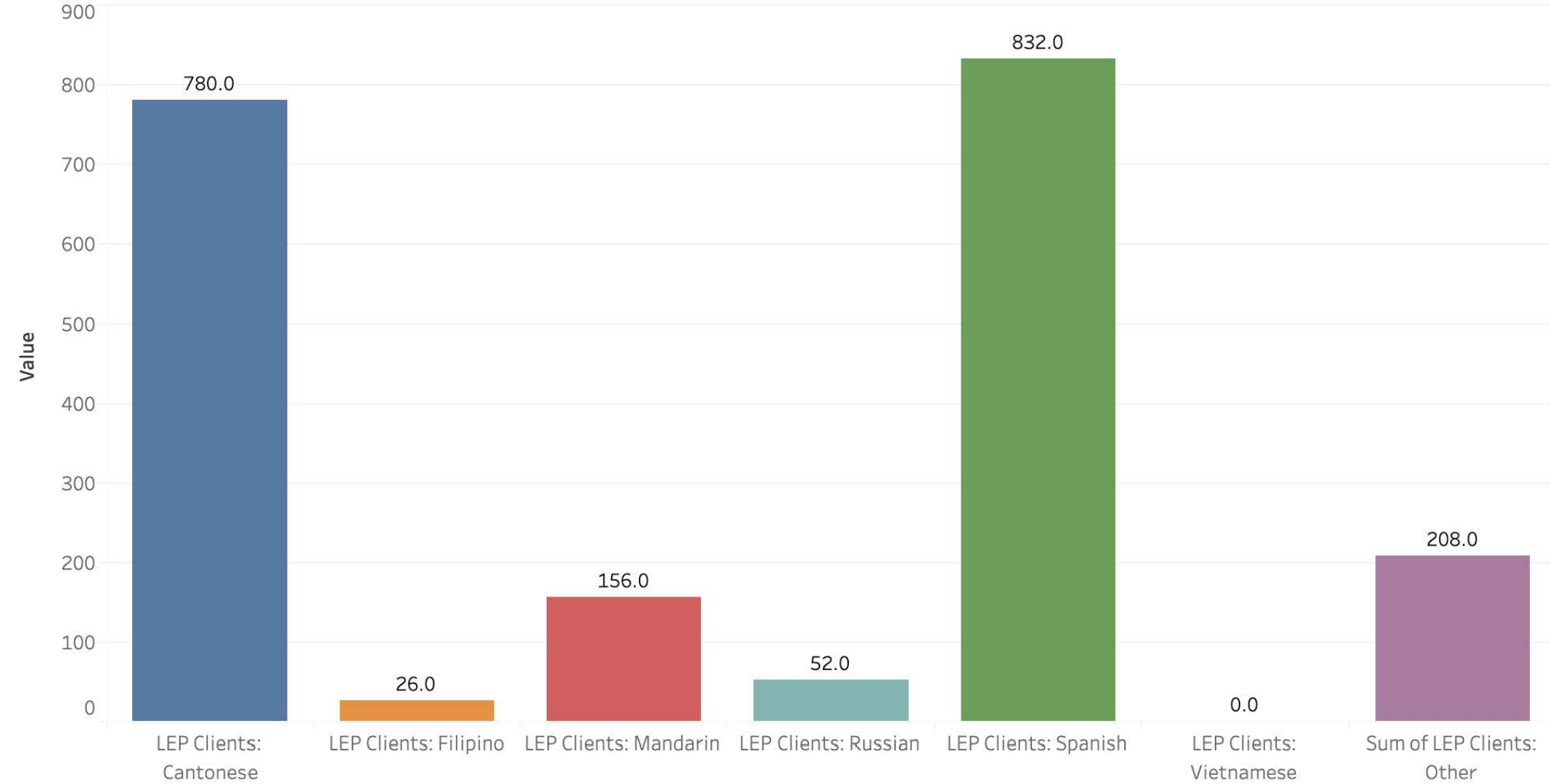
### Certified Multilingual Staff





Department  
Rent Board (RNT) ▼

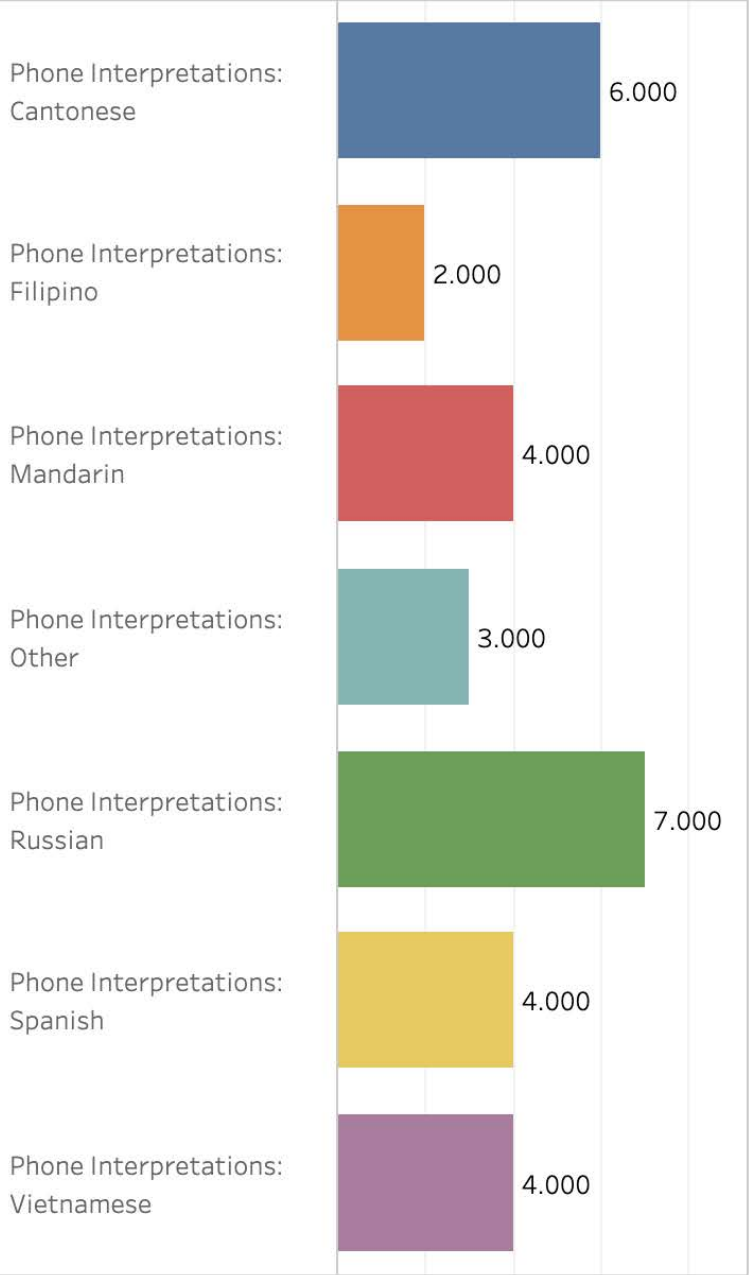
### LEP Clients Served



### Translations

Translations: Chinese	
Translations: Filipino	
Translations: Russian	
Translations: Spanish	
Translations: Vietnamese	

### Telephonic Interpretations



### In-Person Interpretations

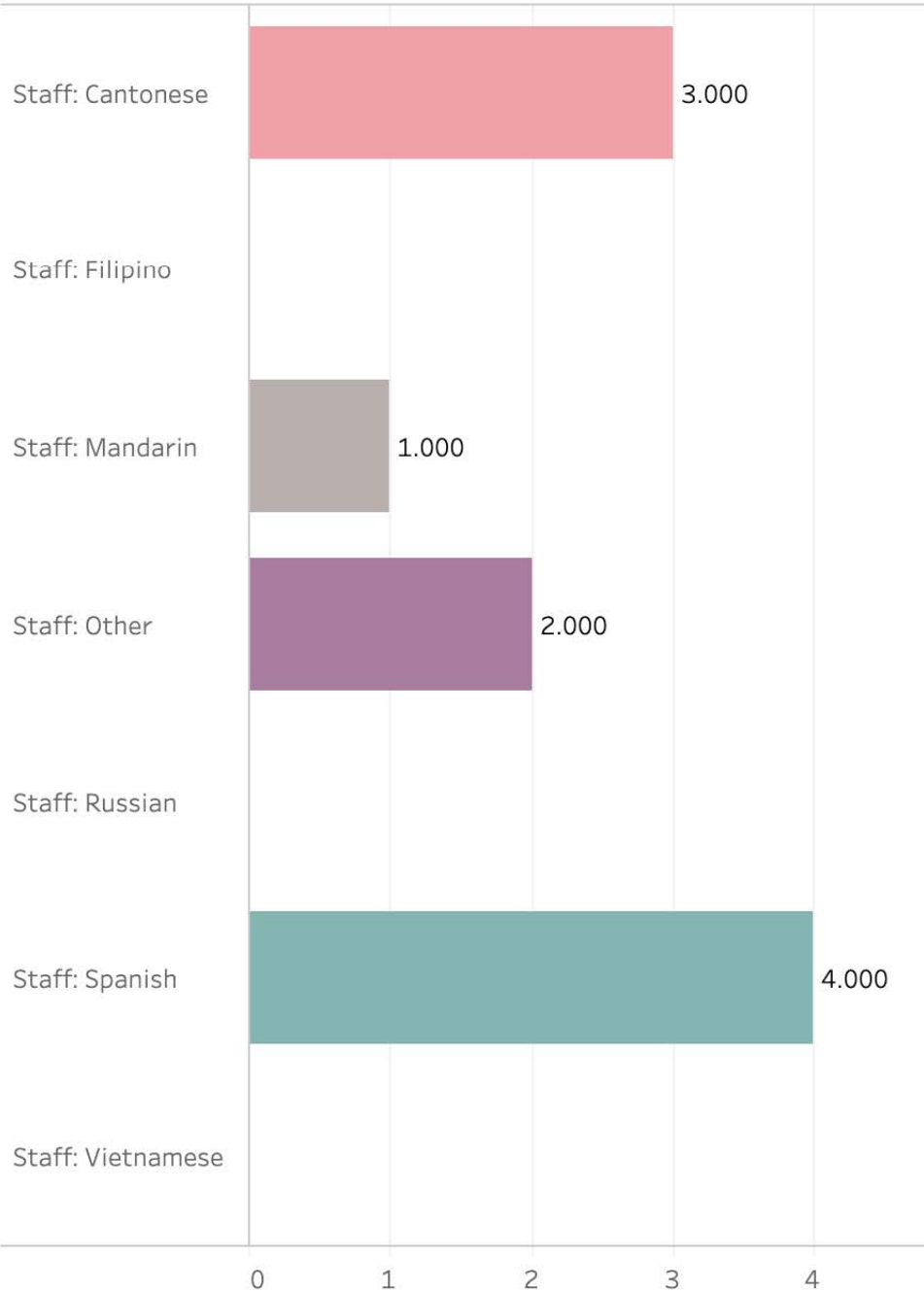
In-Person Interpretations: Cantonese	
In-Person Interpretations: Filipino	
In-Person Interpretations: Mandarin	
In-Person Interpretations: Other	
In-Person Interpretations: Russian	
In-Person Interpretations: Spanish	
In-Person Interpretations: Vietnamese	

0

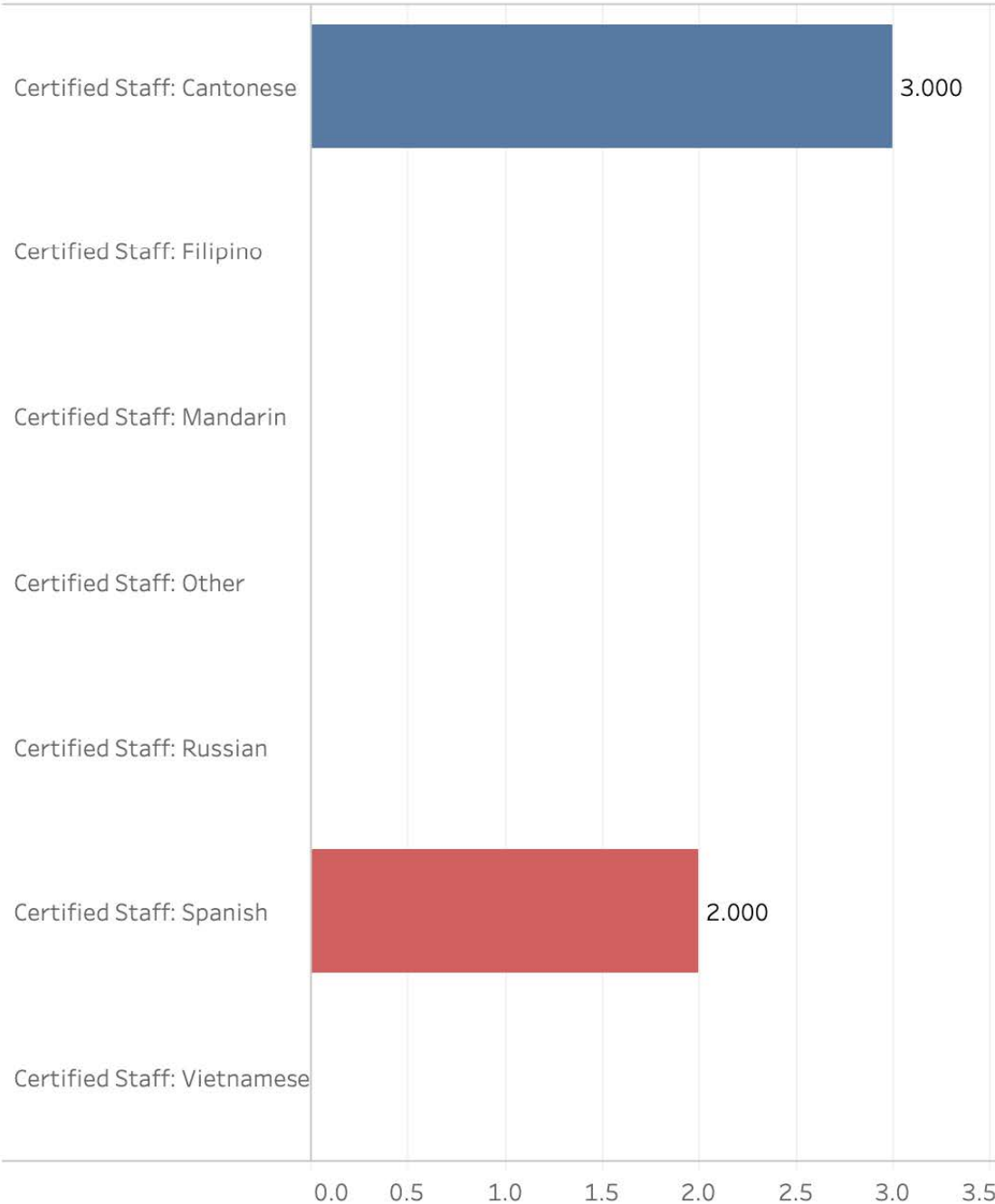
0 2 4 6 8

0

### All Multilingual Staff



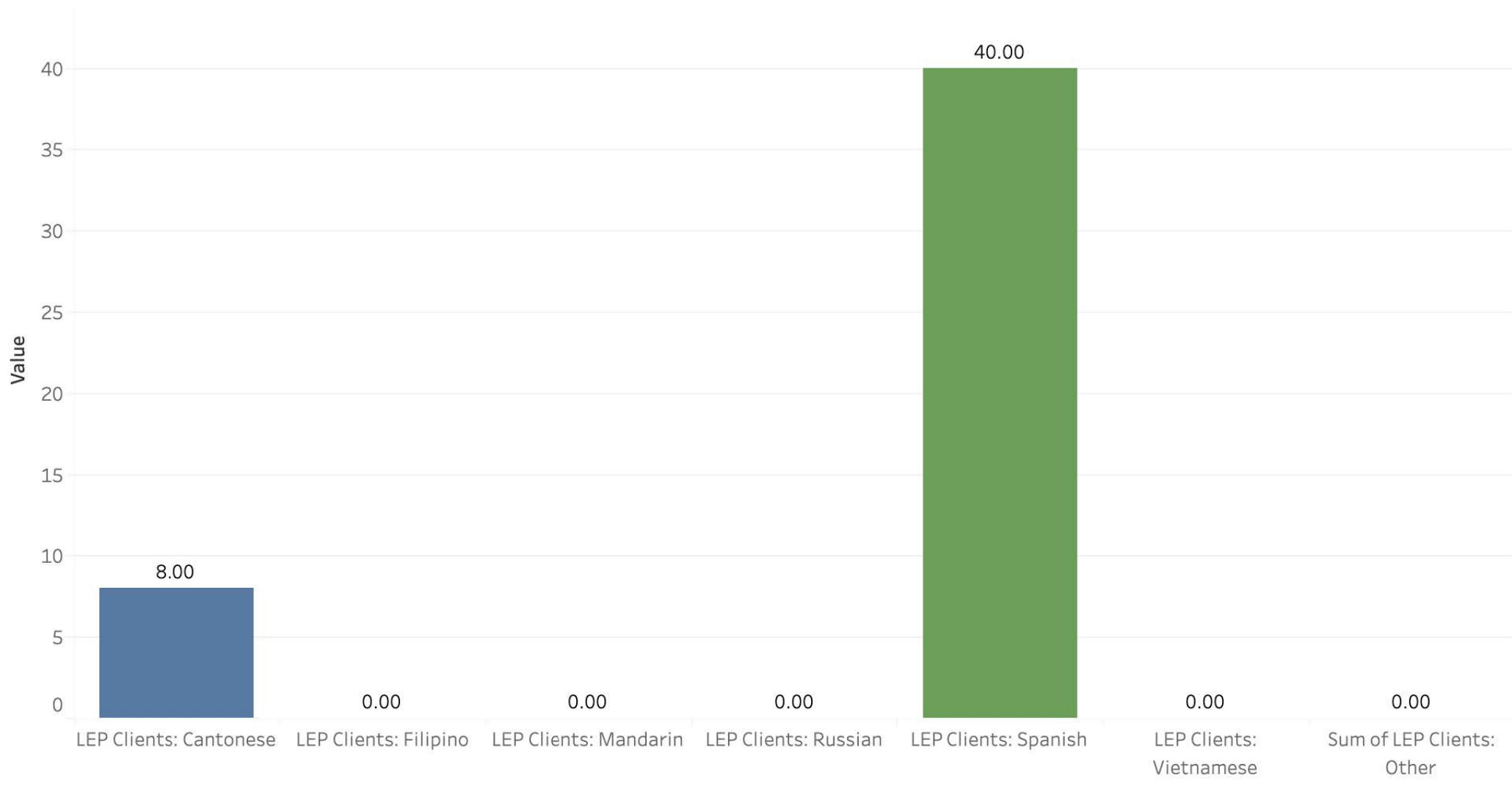
### Certified Multilingual Staff



Department

San Francisco Zoo (ZOO) ▼

### LEP Clients Served



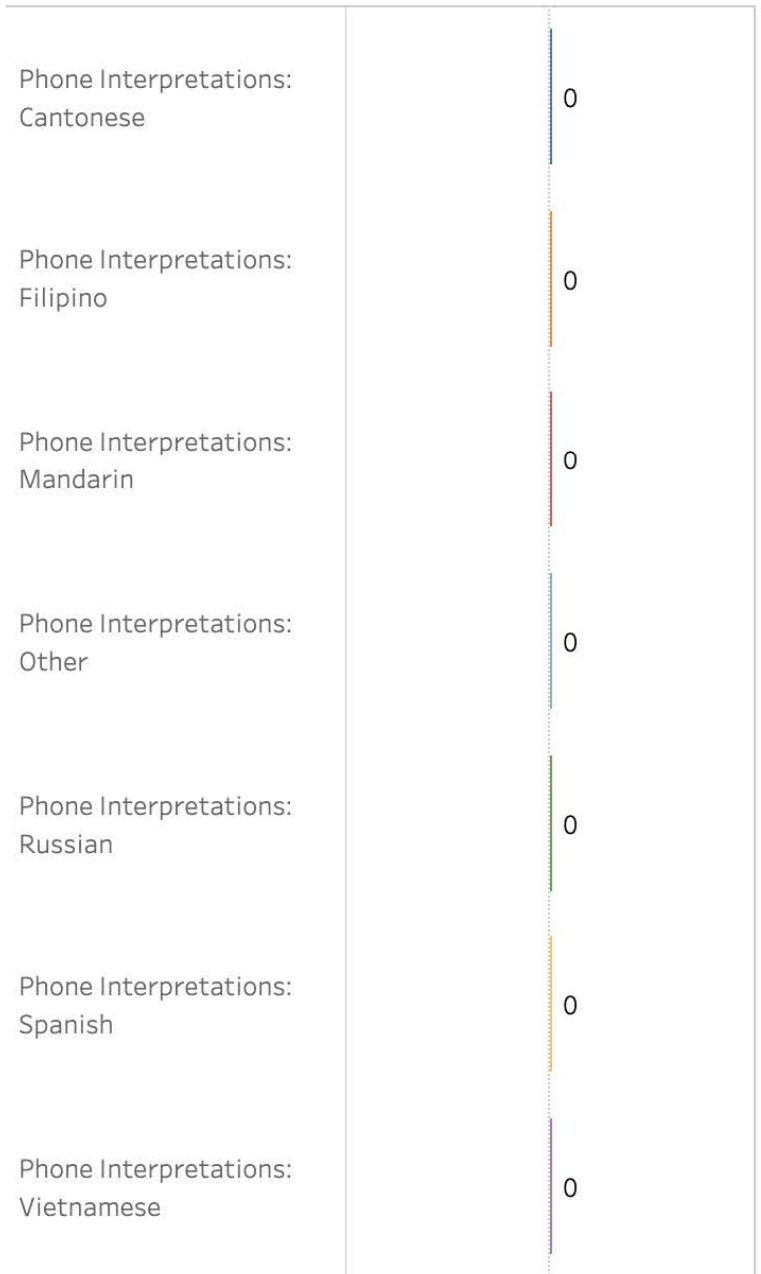
Department

San Francisco Zoo (ZOO)

### Translations



### Telephonic Interpretations



### In-Person Interpretations



Translations: Chinese

Phone Interpretations:  
Cantonese

0

Translations: Filipino

Phone Interpretations:  
Filipino

0

Translations: Russian

Phone Interpretations:  
Mandarin

0

Translations: Spanish

Phone Interpretations:  
Russian

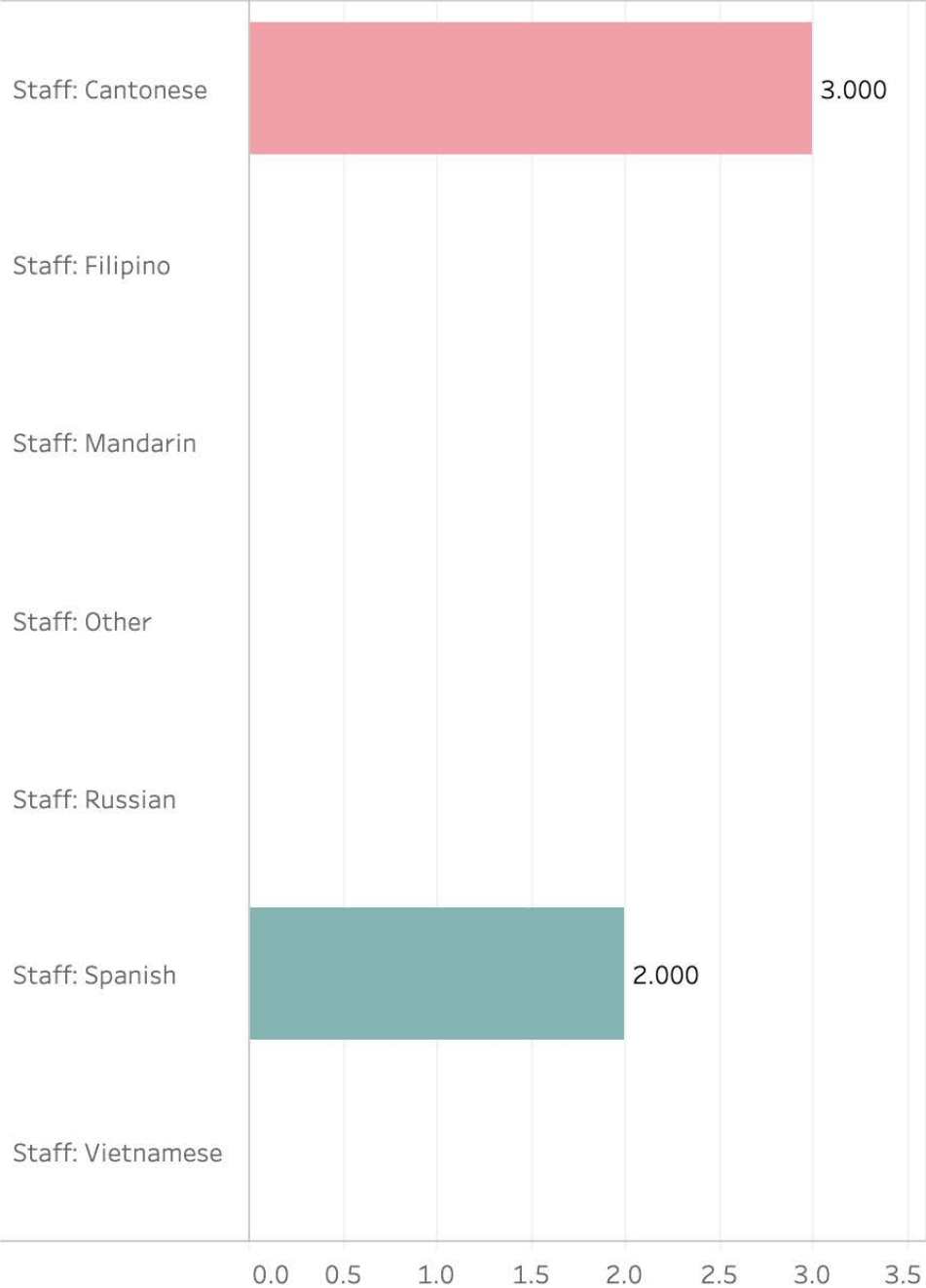
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Translations: Vietnamese

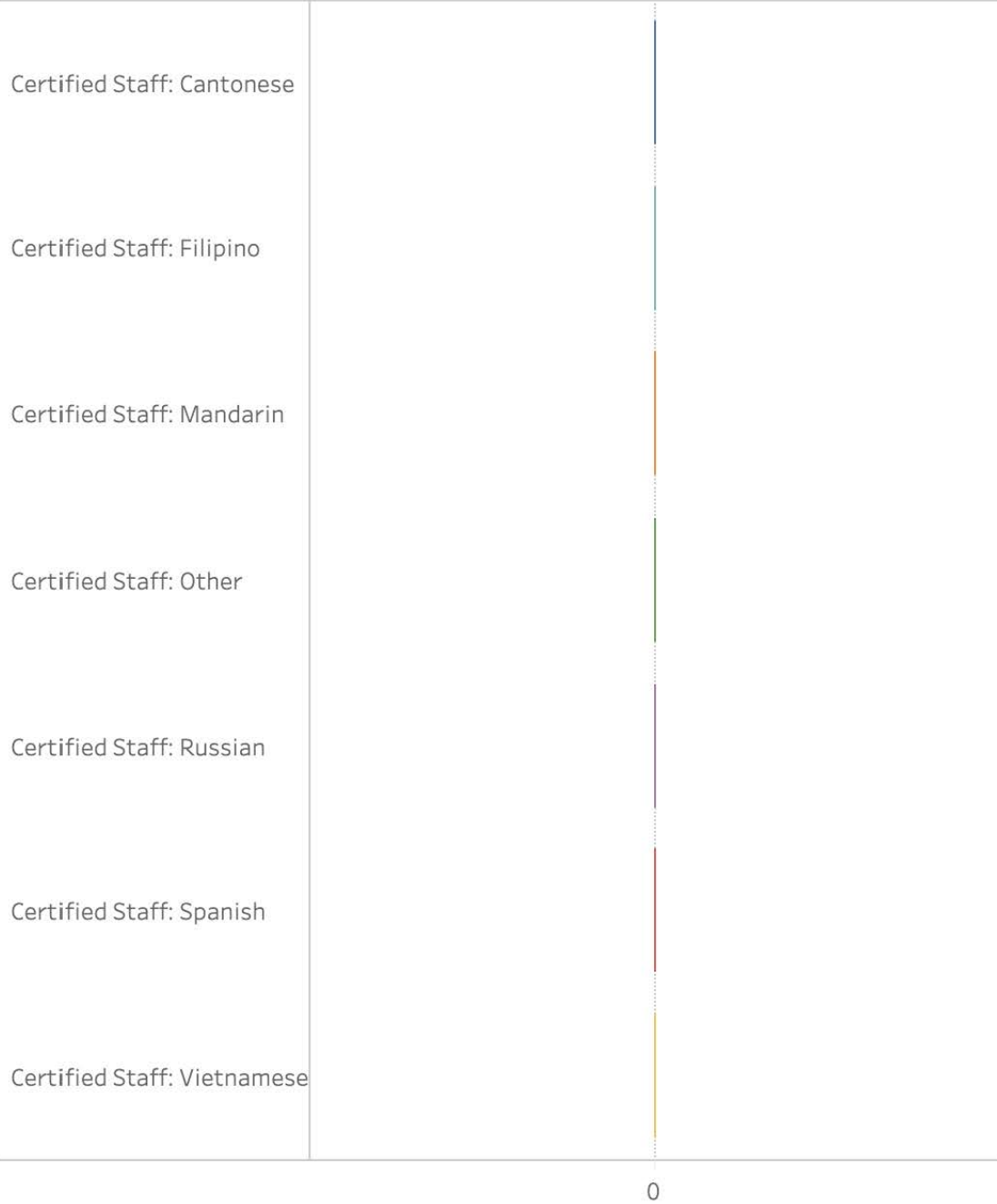
Phone Interpretations:  
Vietnamese

0

### All Multilingual Staff



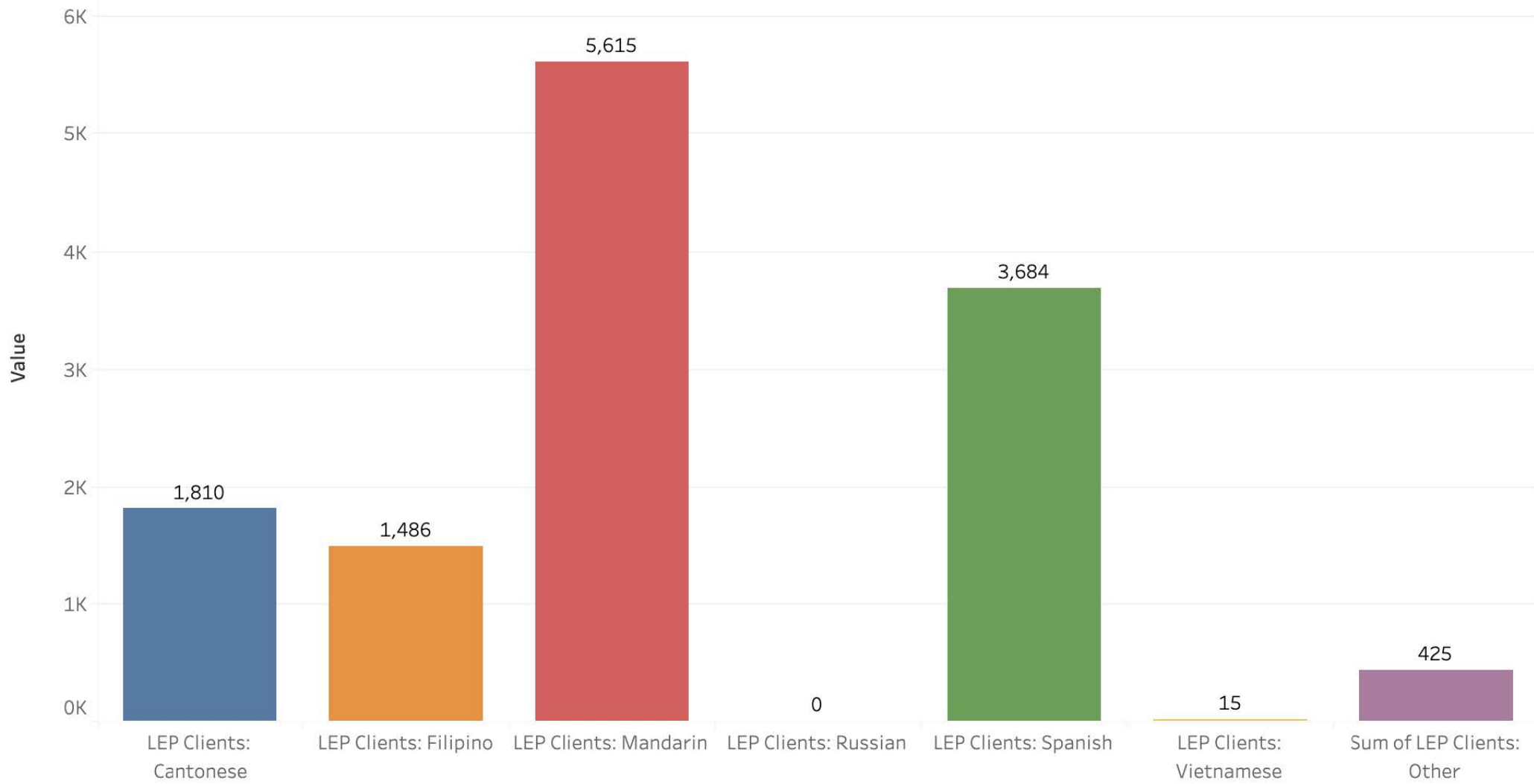
### Certified Multilingual Staff



Department

San Francisco International Airport (AIR) ▼

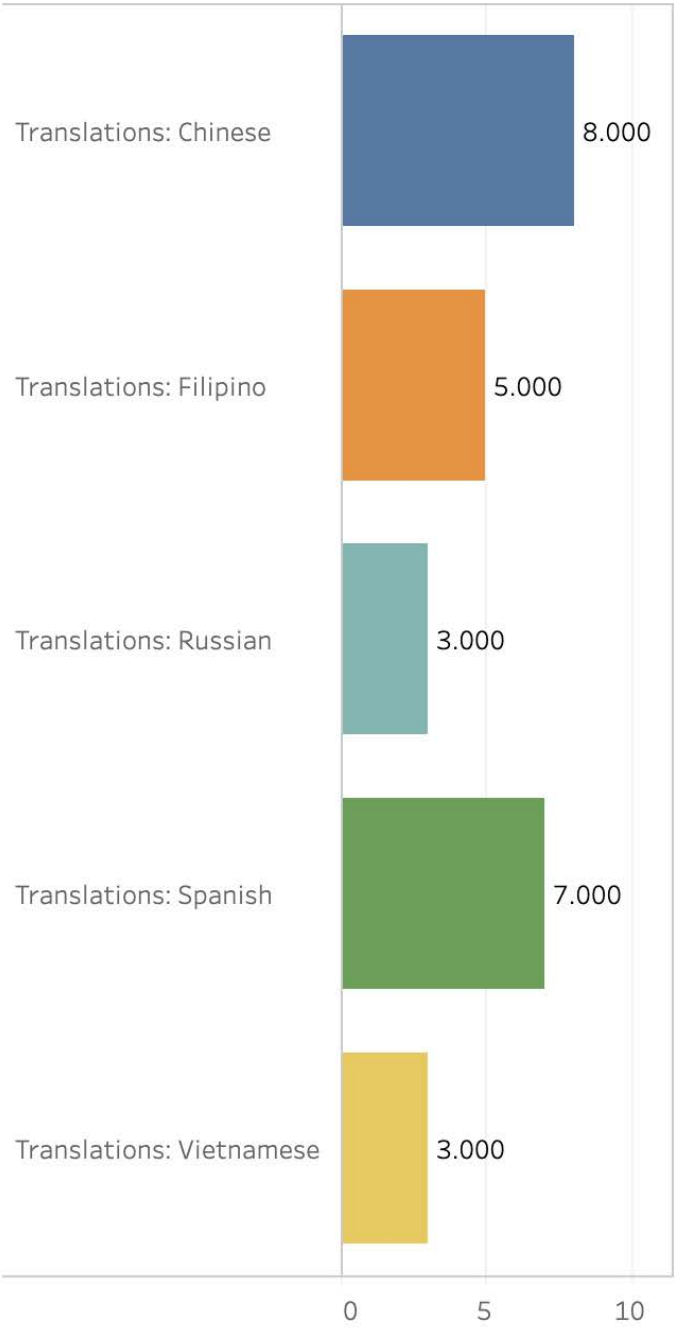
### LEP Clients Served



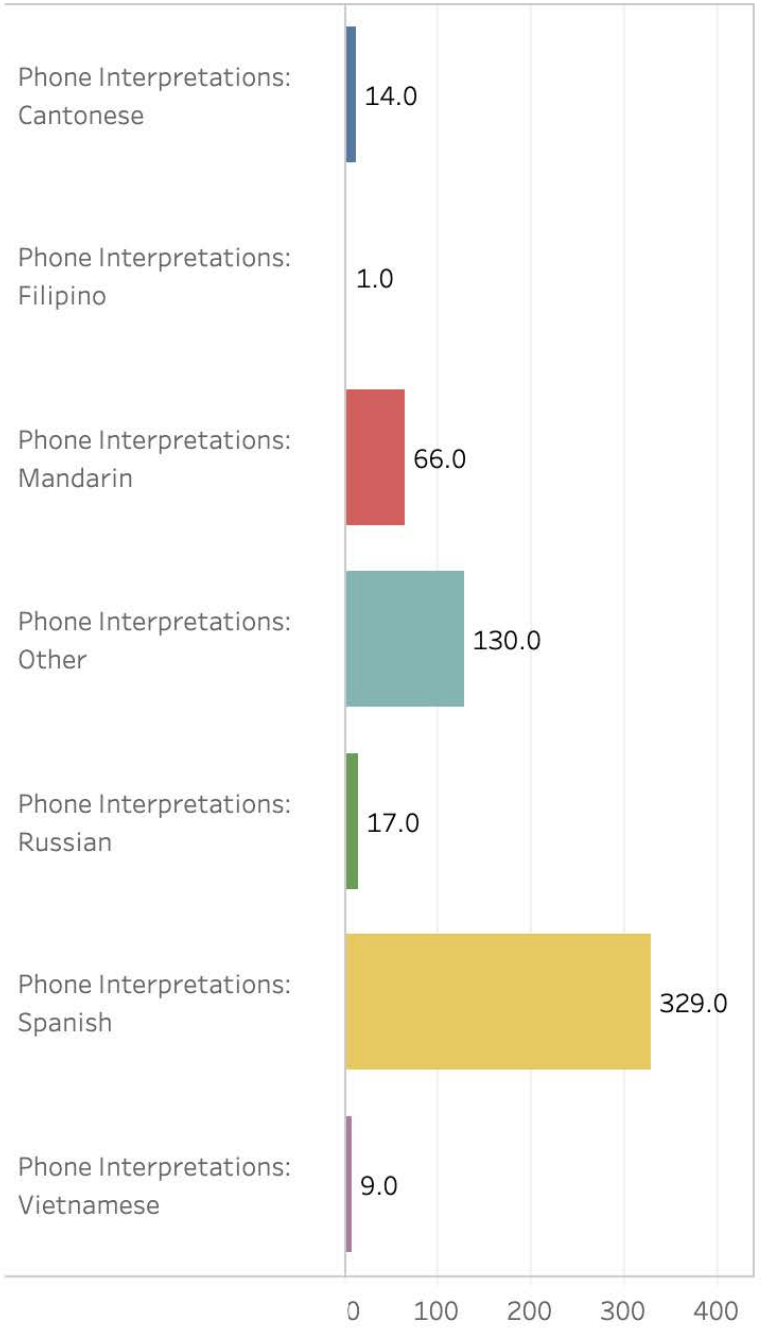
Department

San Francisco International Airport (AIR) ▼

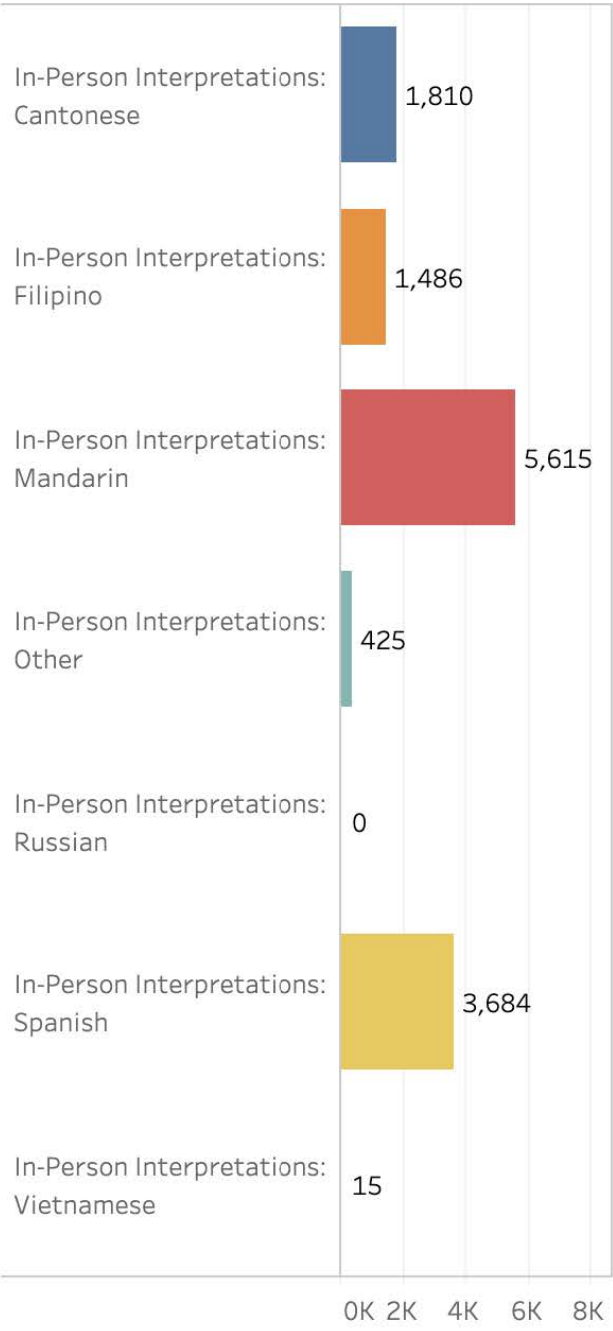
### Translations



### Telephonic Interpretations

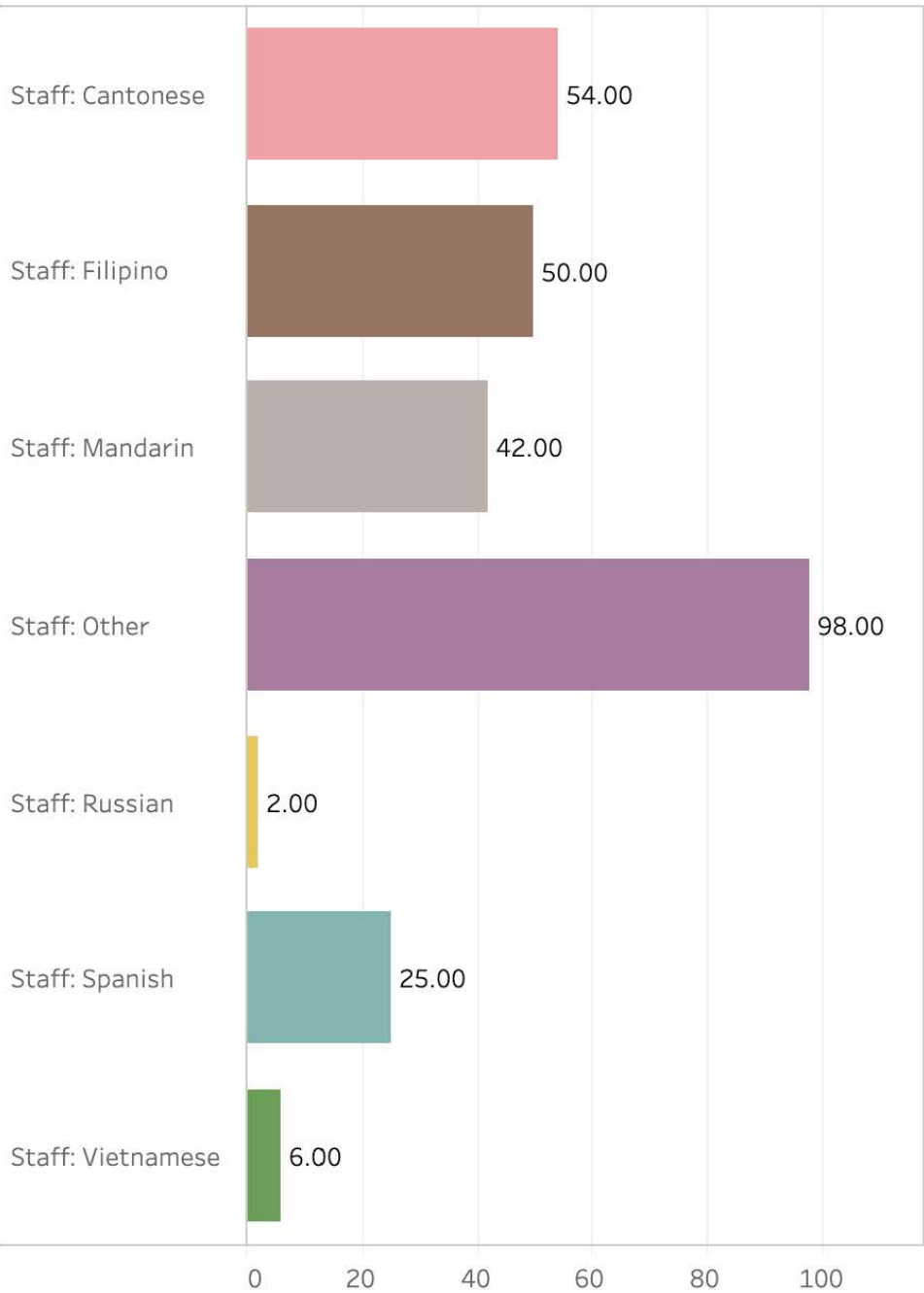


### In-Person Interpretations

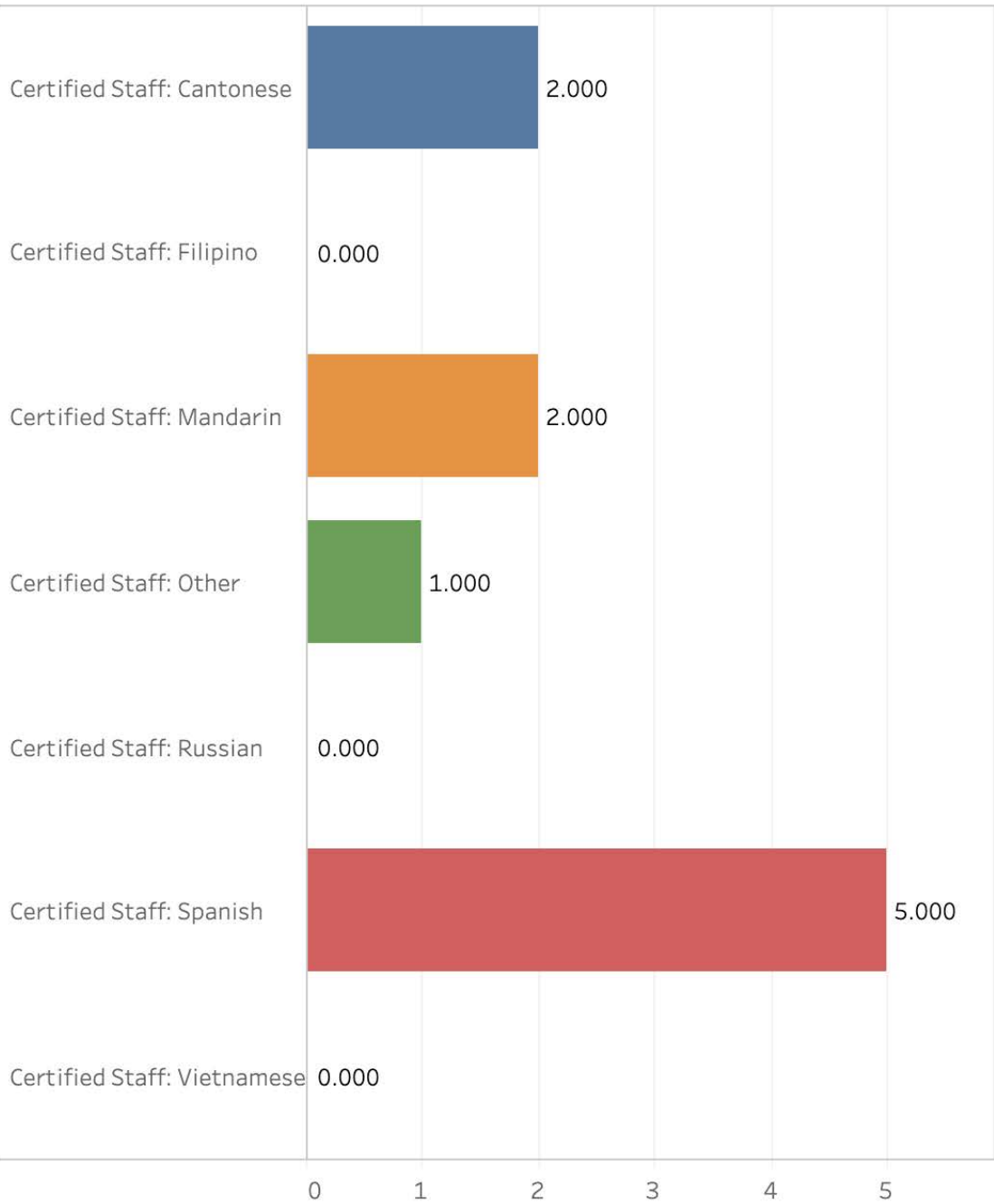




### All Multilingual Staff



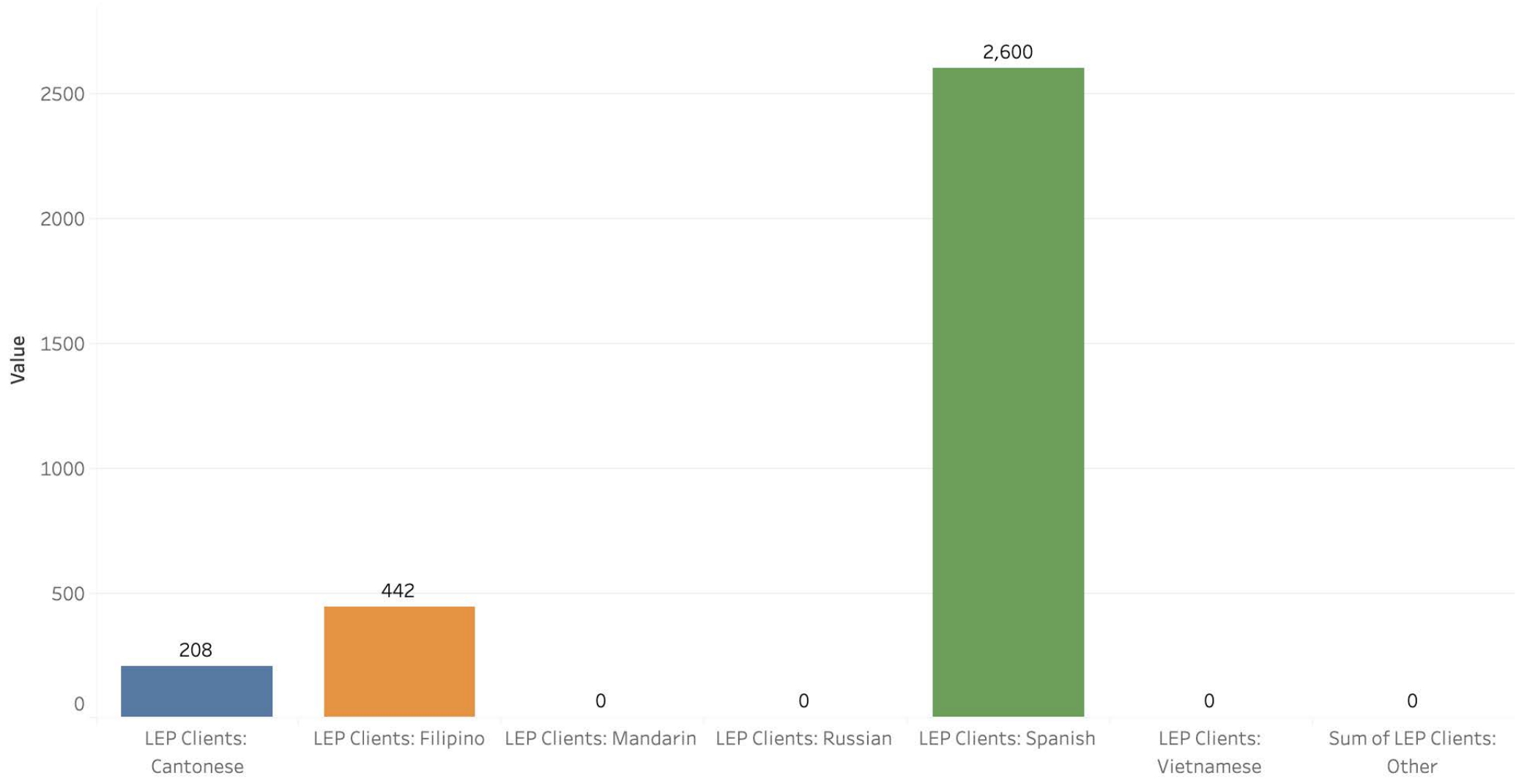
### Certified Multilingual Staff



Department

Sheriff's Department (SHF)

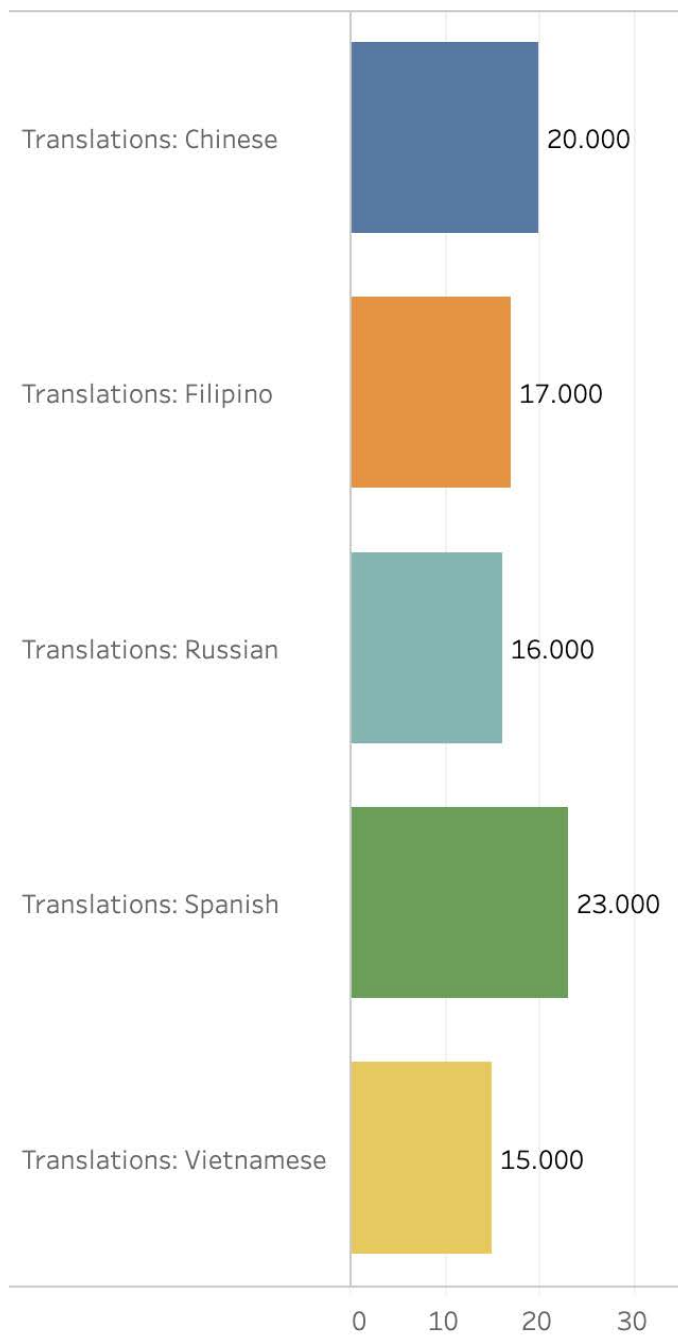
LEP Clients Served



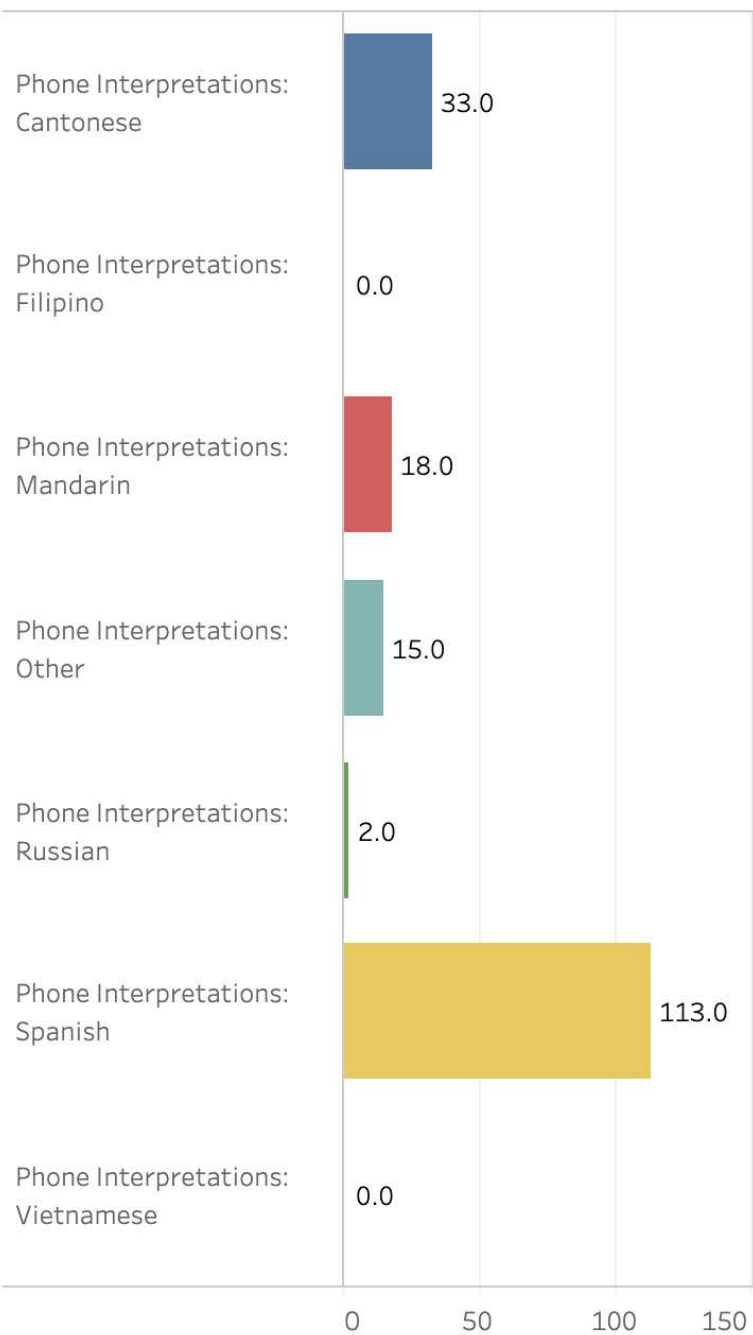
Department

Sheriff's Department (SHF)

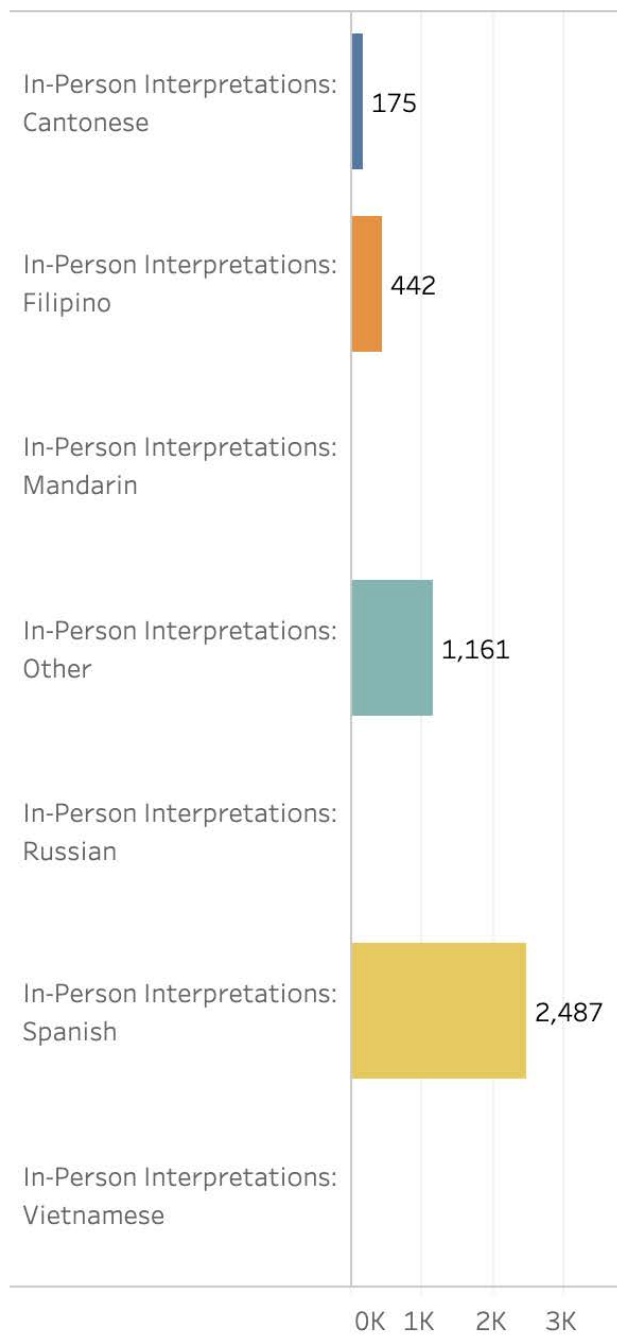
### Translations



### Telephonic Interpretations



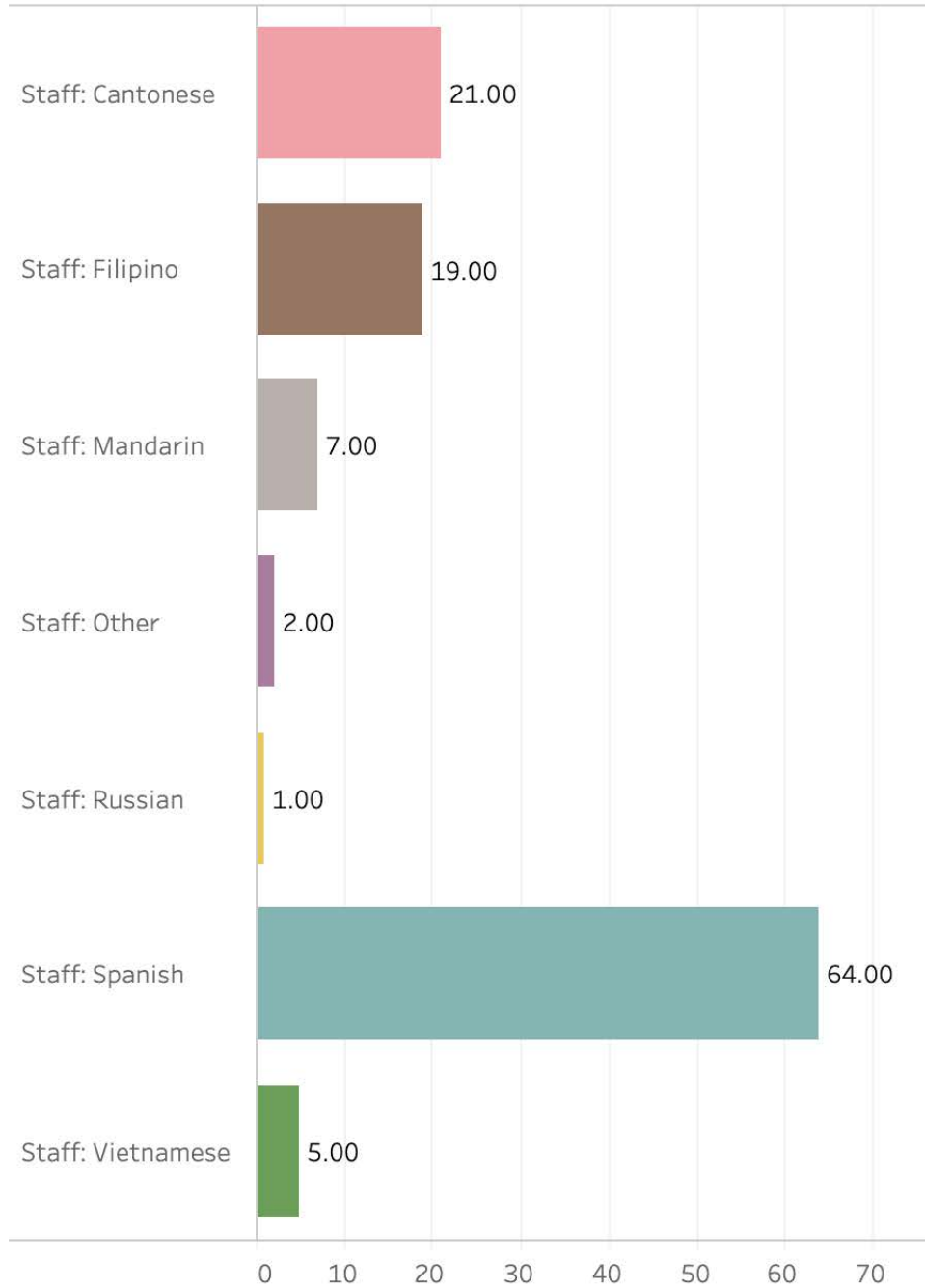
### In-Person Interpretations



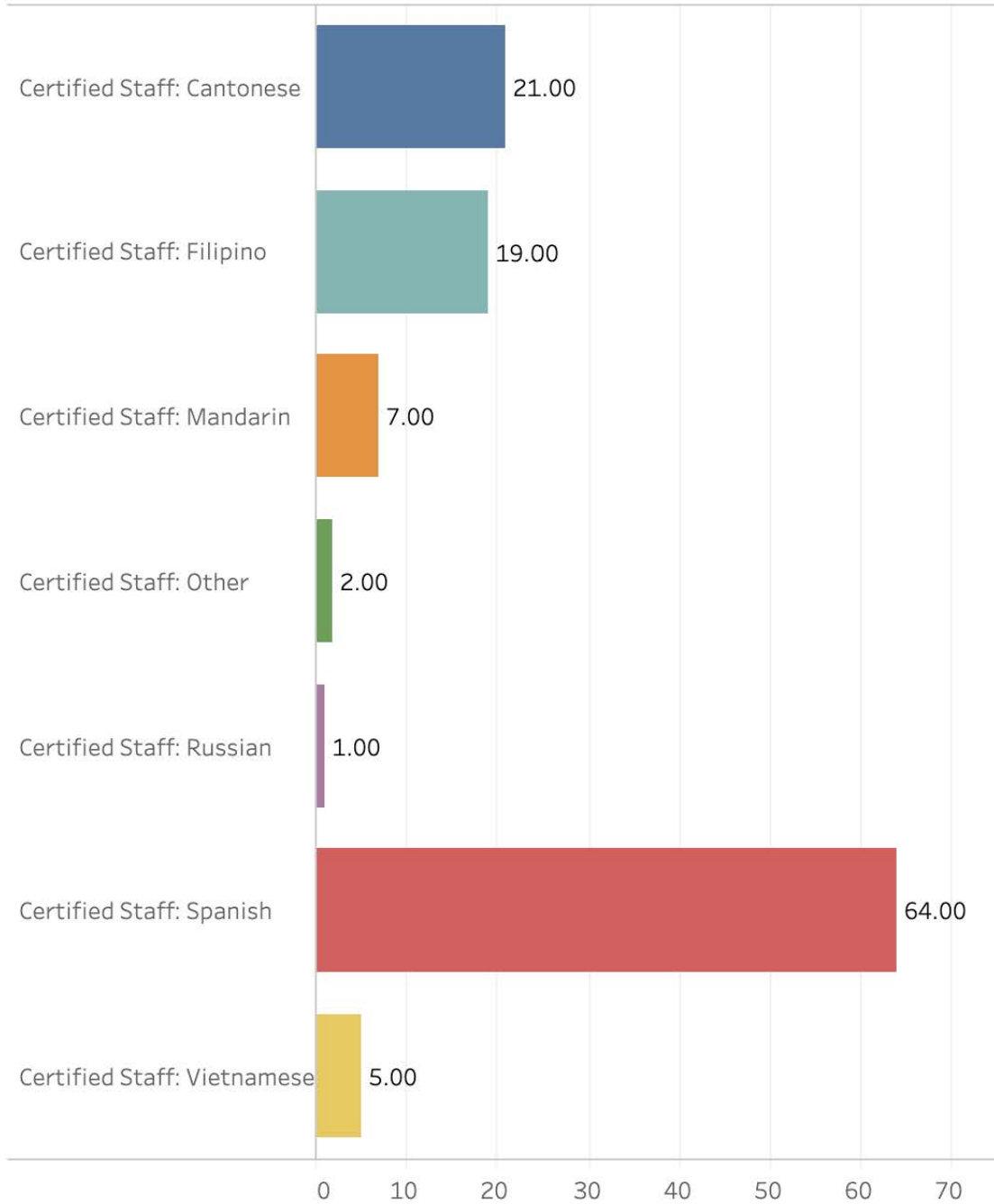
Department

Sheriff's Department (SHF)

### All Multilingual Staff



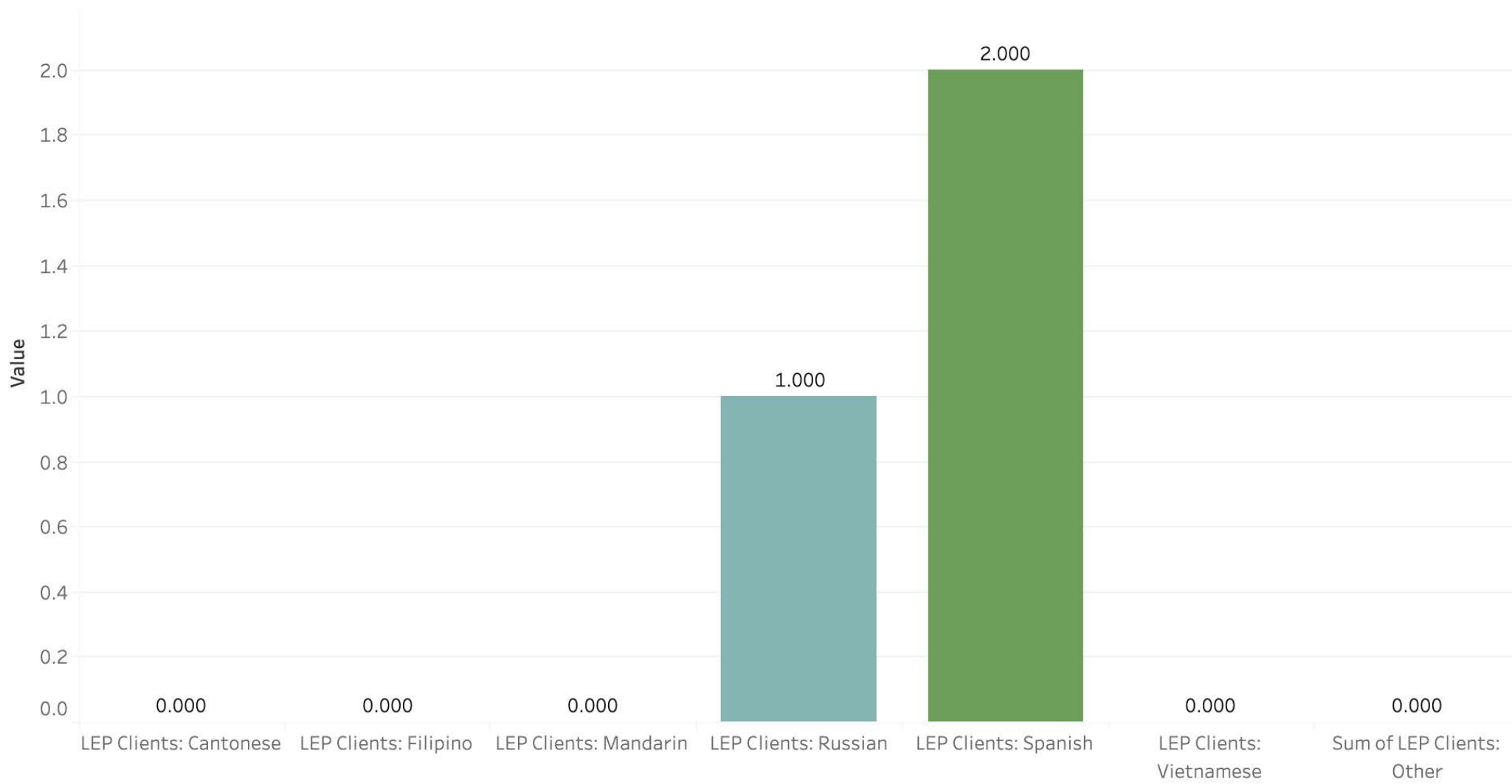
### Certified Multilingual Staff



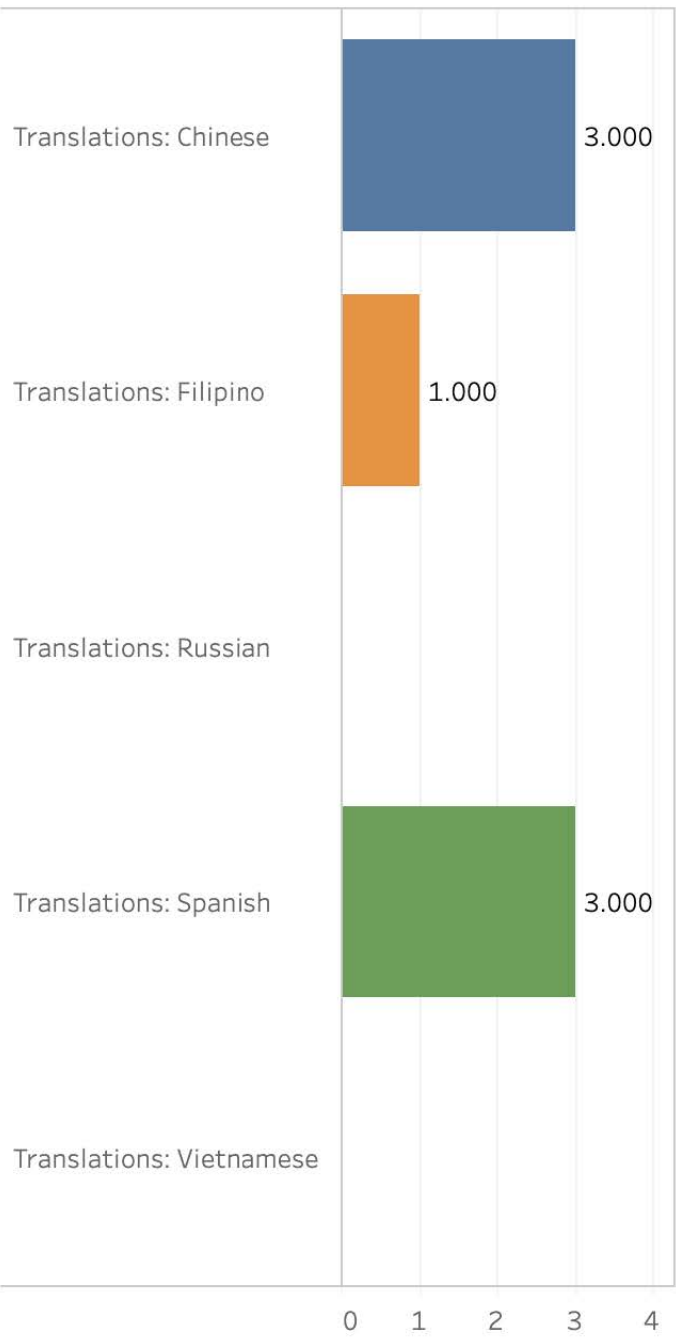
Department

Status of Women (Department on the) ▼

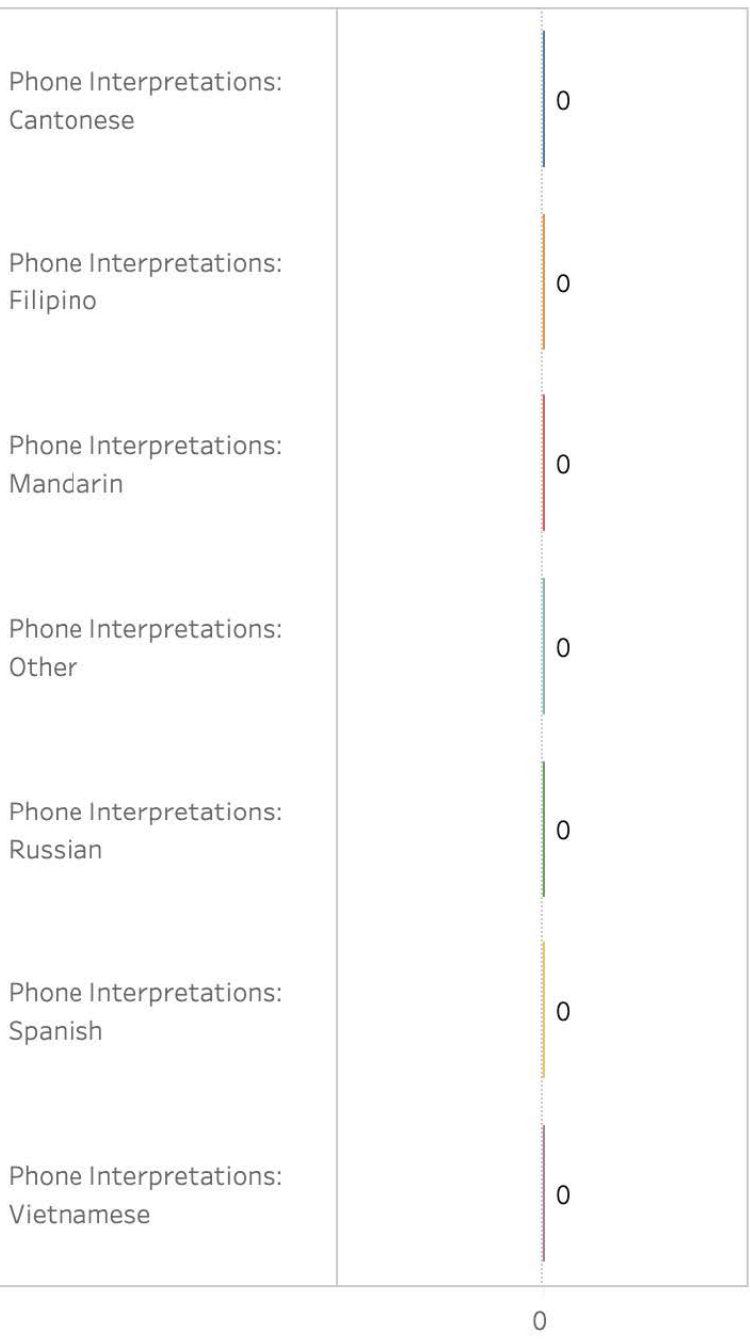
### LEP Clients Served



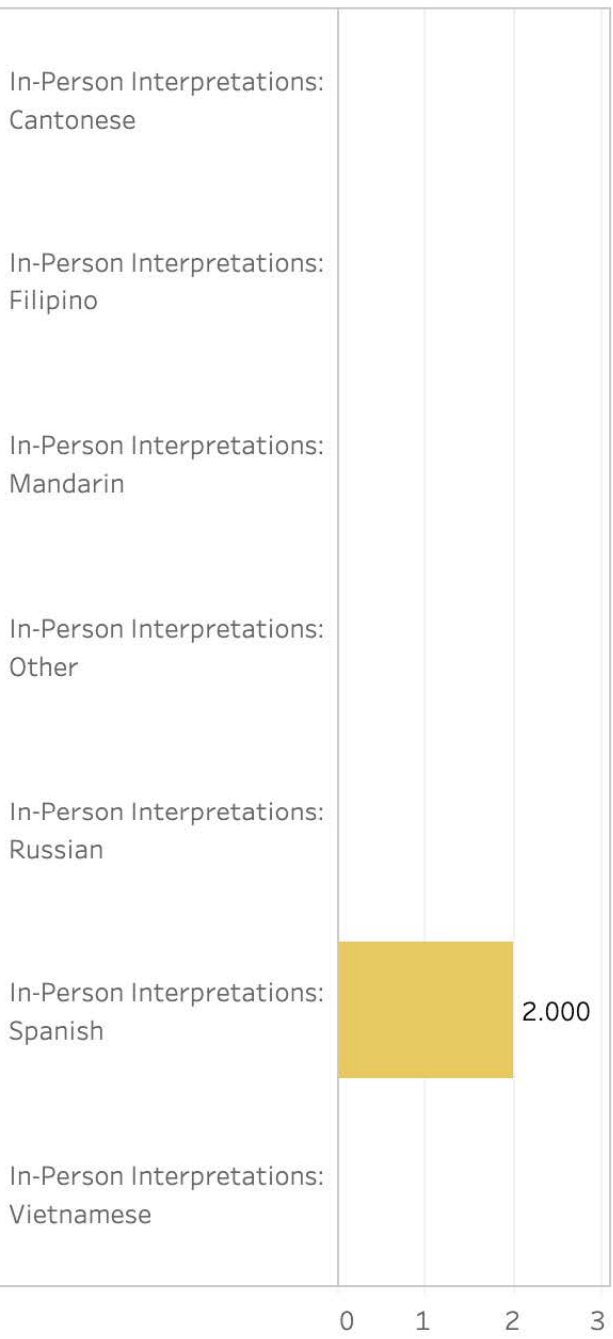
### Translations



### Telephonic Interpretations



### In-Person Interpretations

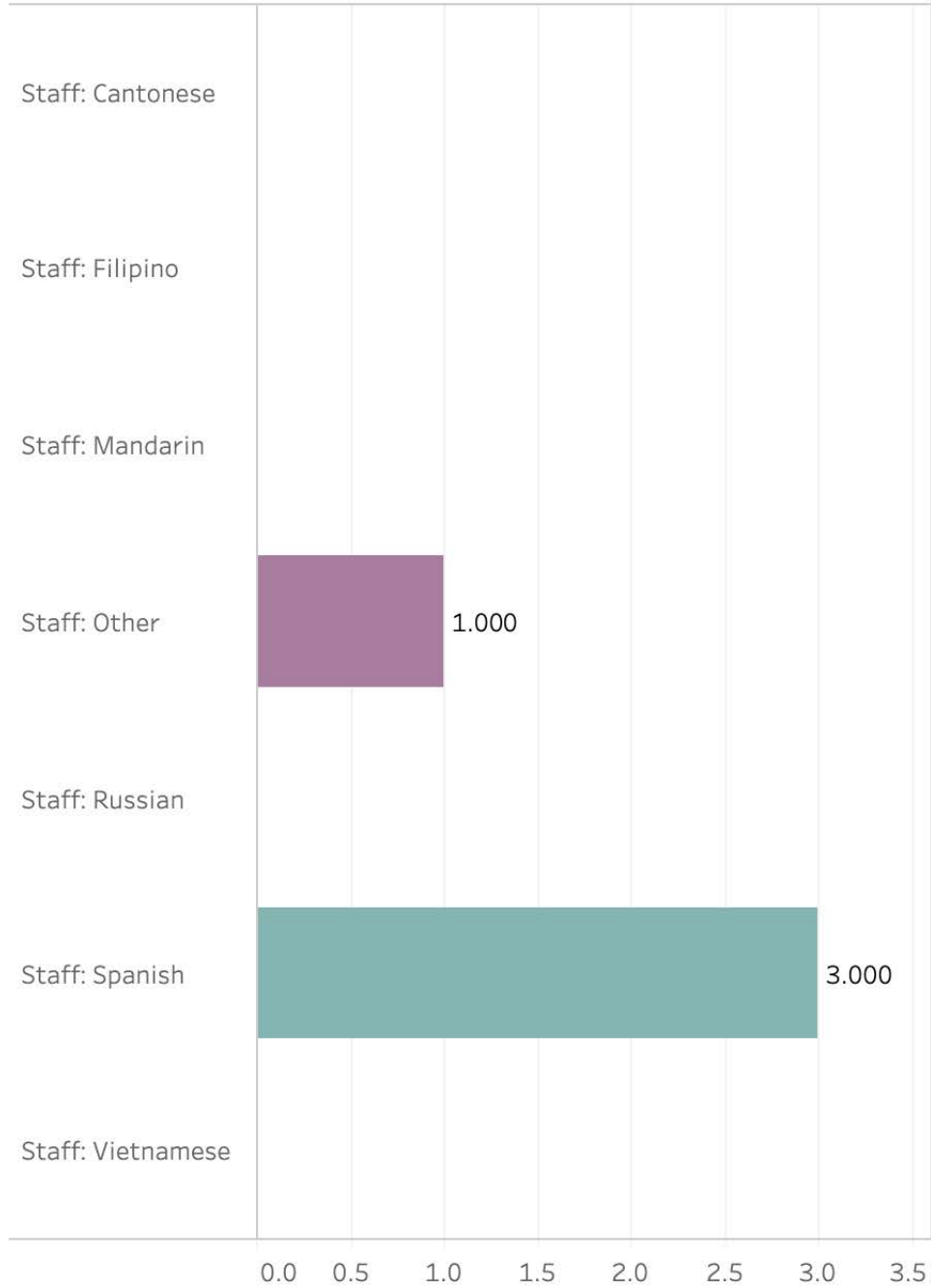


Department

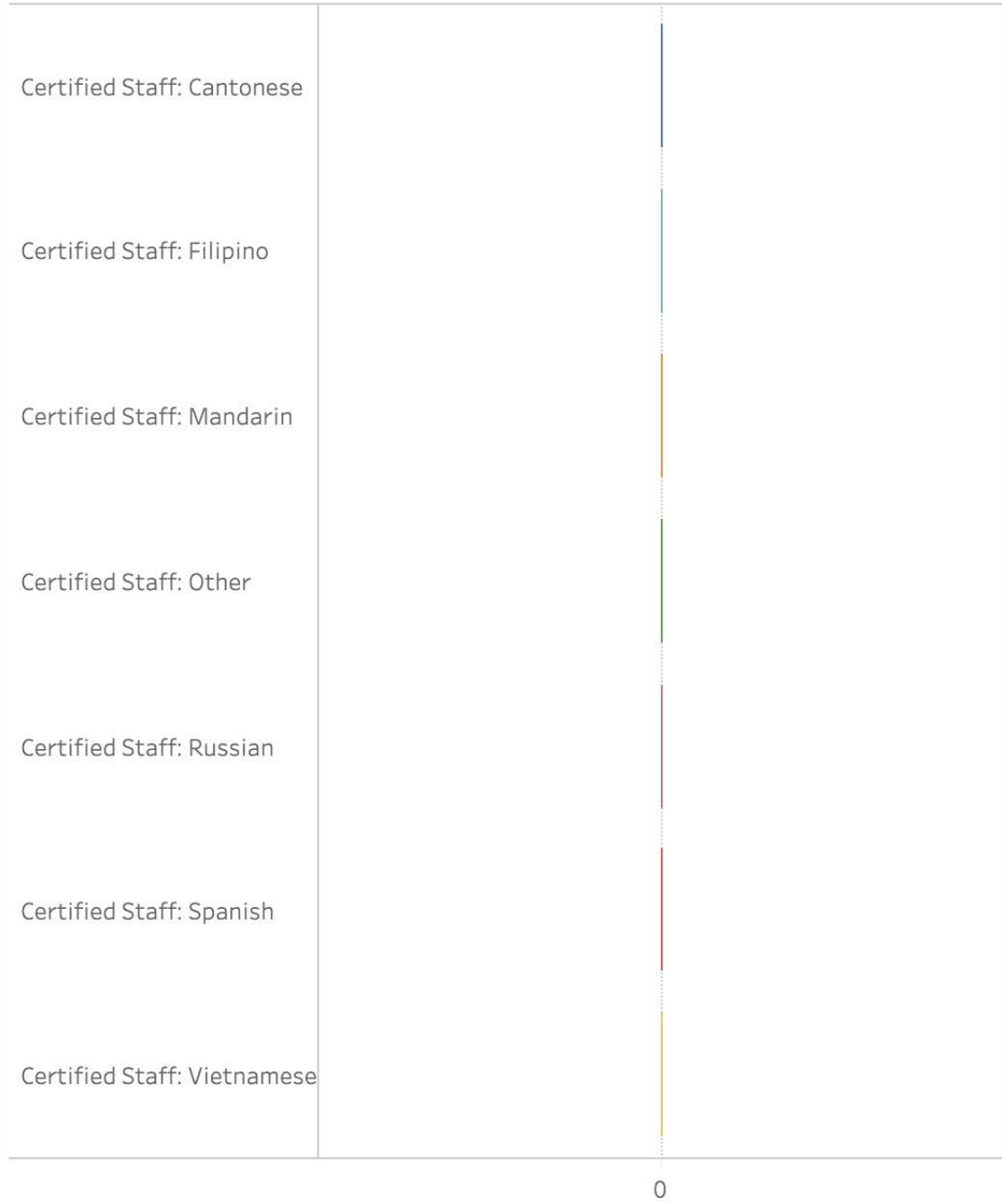
Status of Women (Department on the)



### All Multilingual Staff



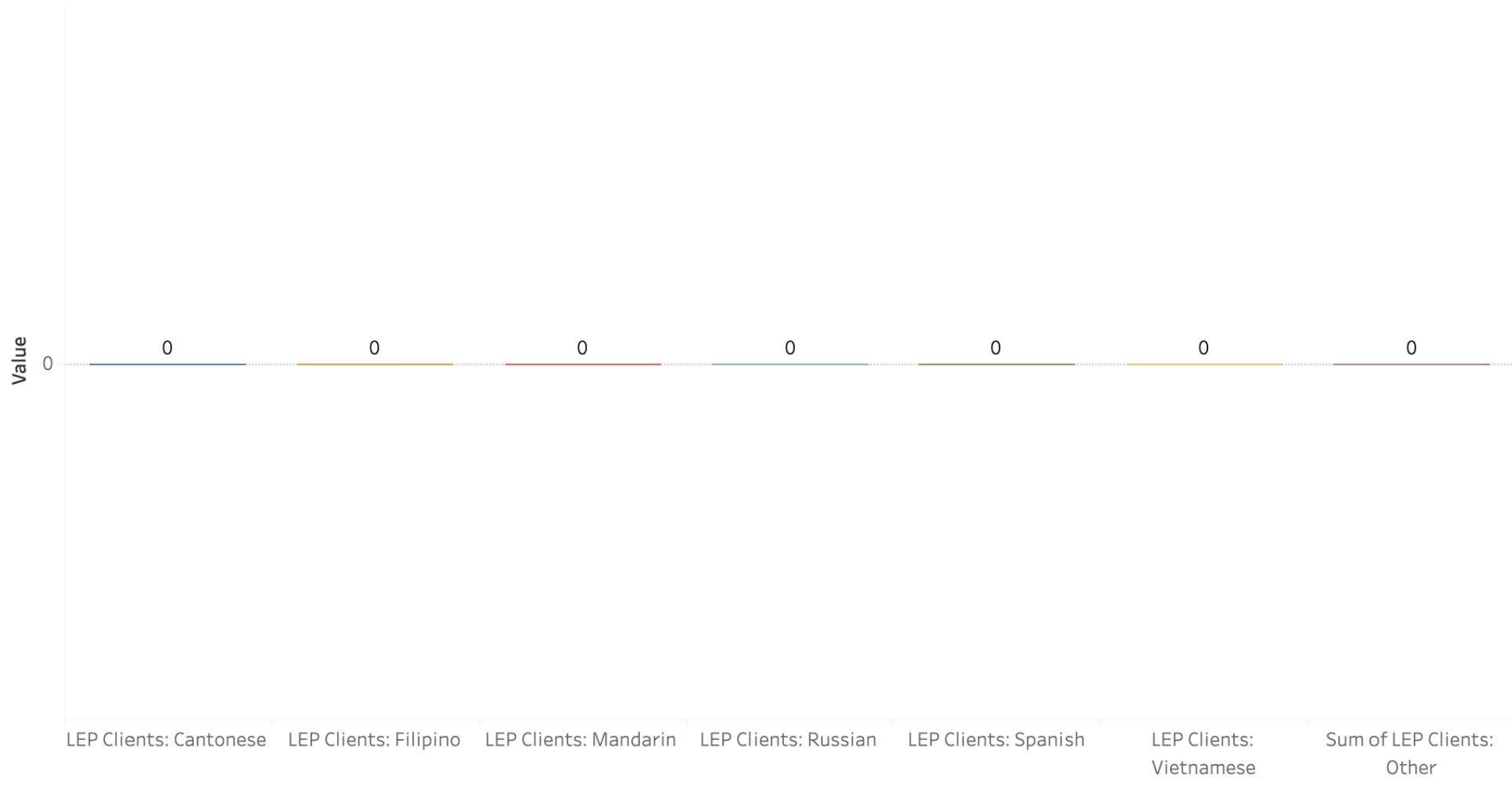
### Certified Multilingual Staff



Department

Treasure Island Development Authority

LEP Clients Served





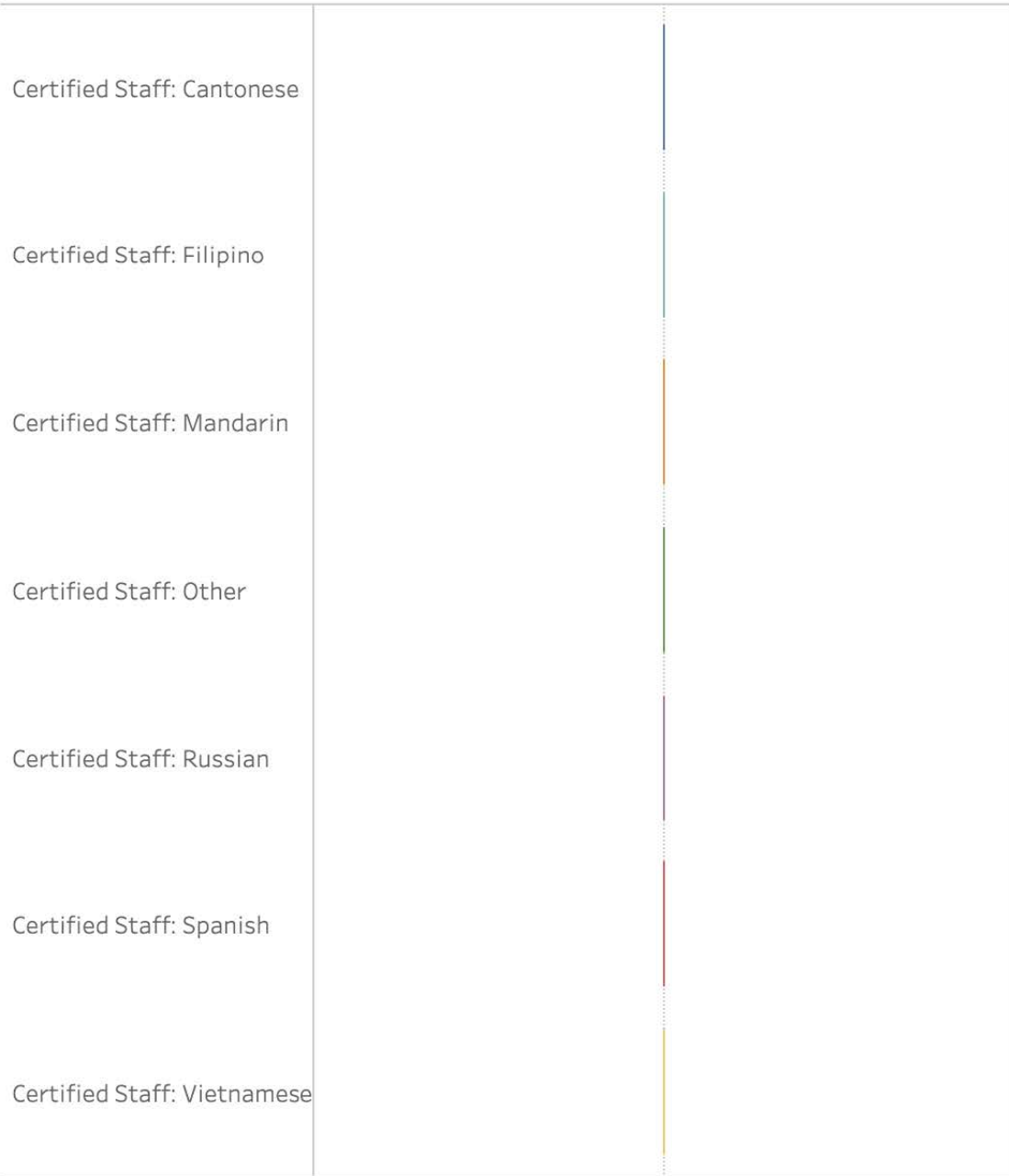
Department

Treasure Island Development Authority

### All Multilingual Staff



### Certified Multilingual Staff



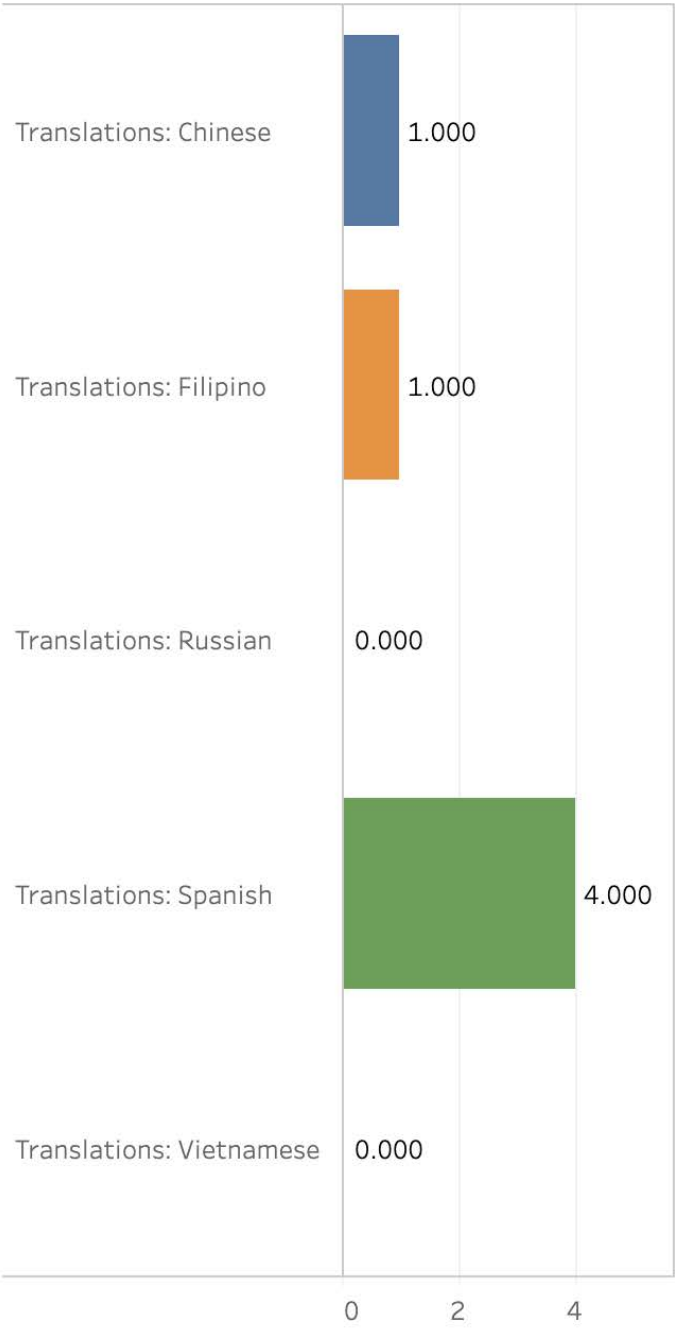
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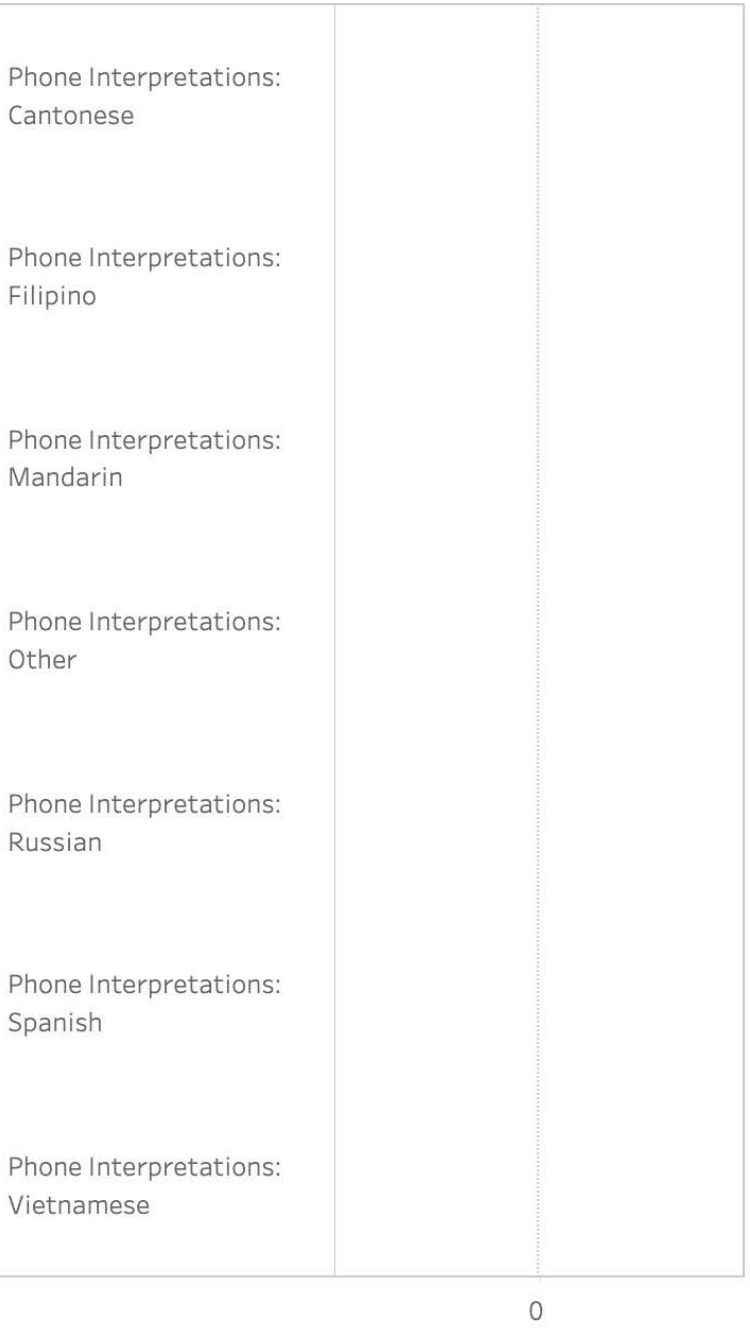
Department

Treasure Island Development Authority

### Translations



### Telephonic Interpretations



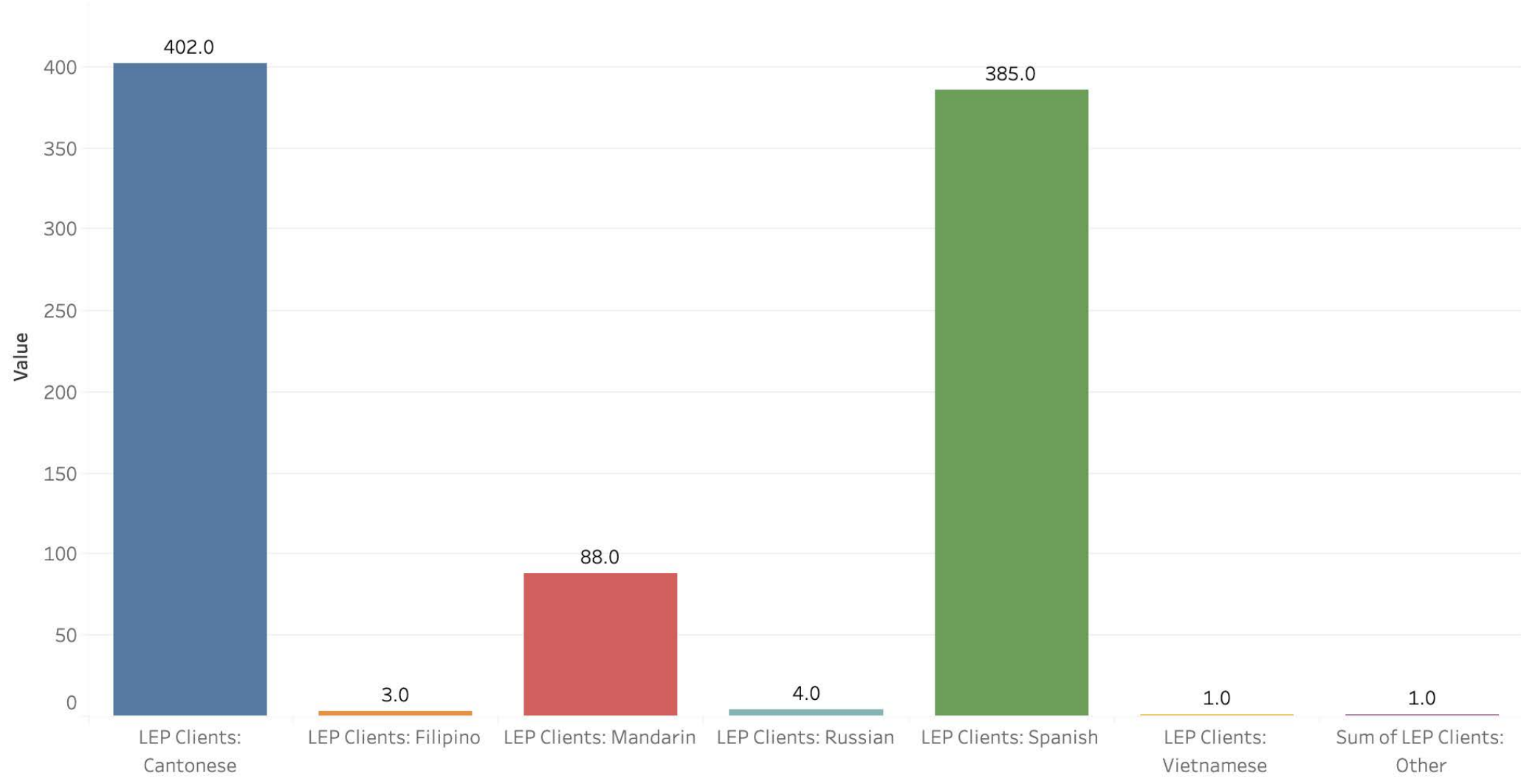
### In-Person Interpretations



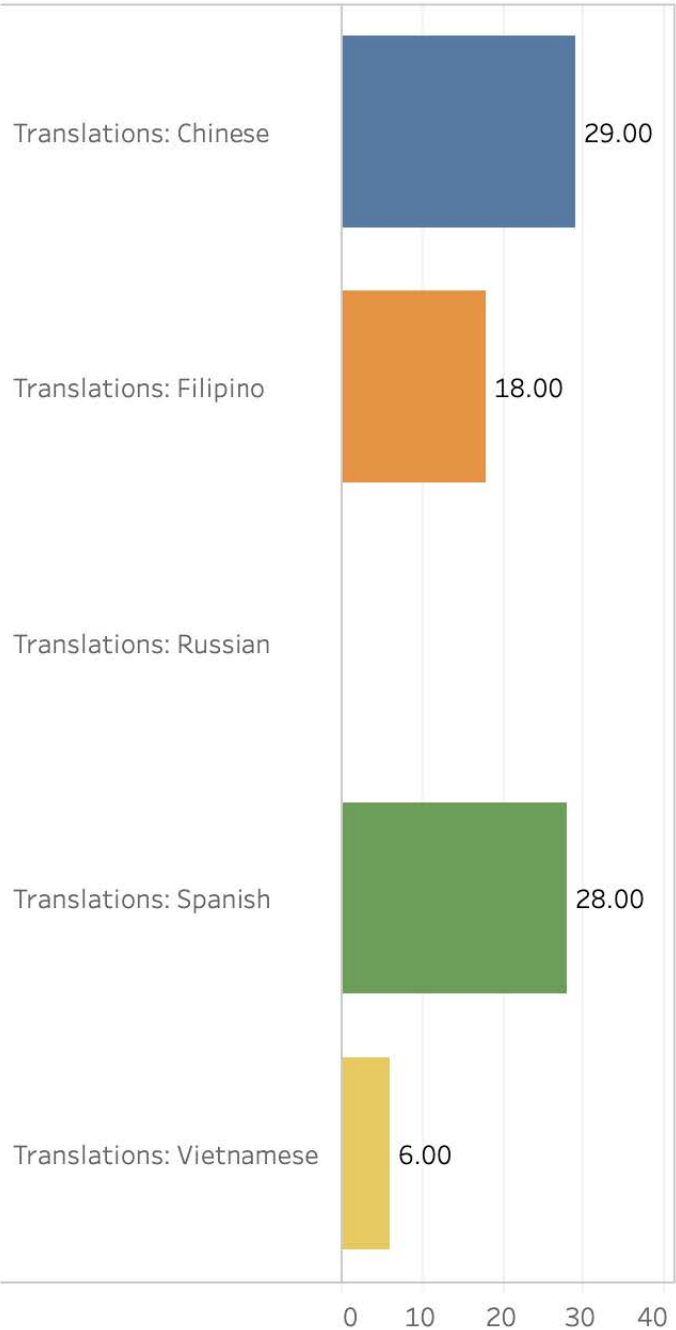
Department

Treasurer and Tax Collector

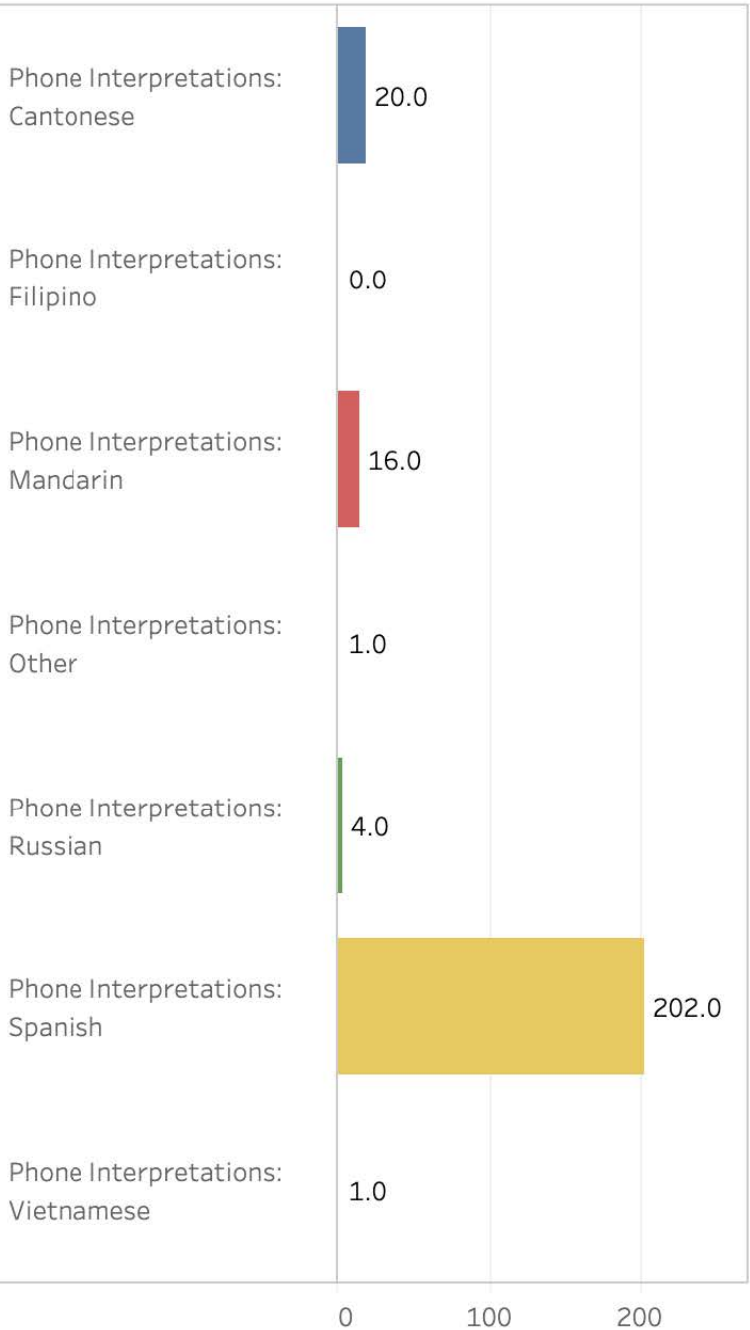
### LEP Clients Served



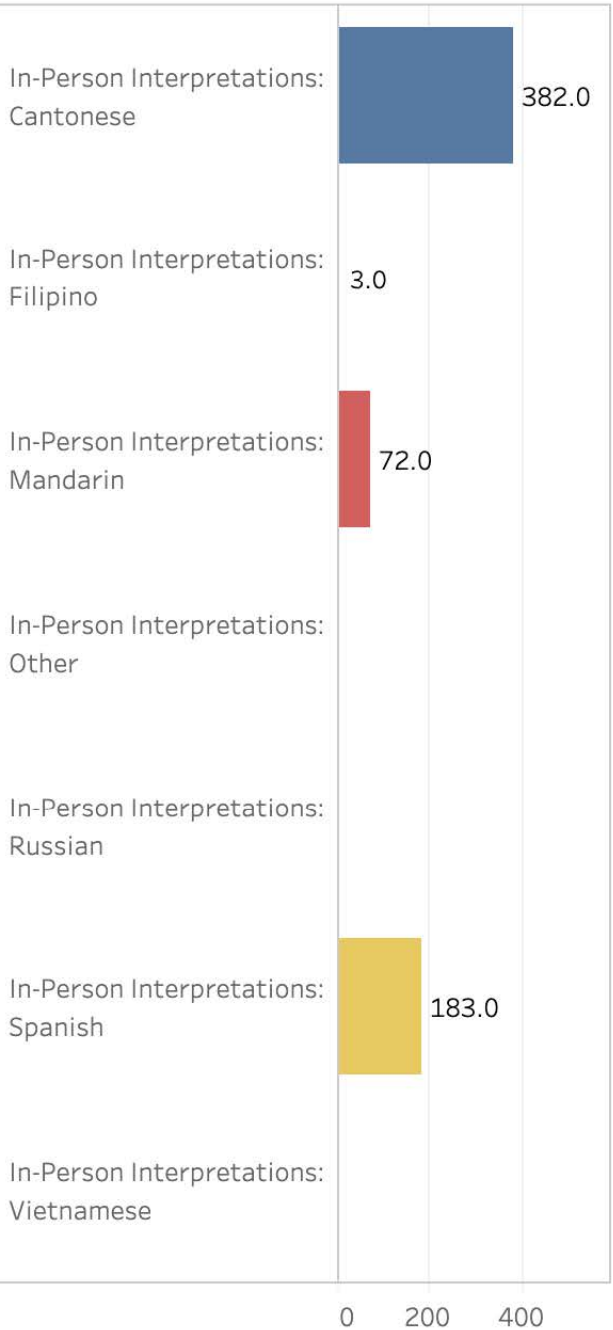
### Translations



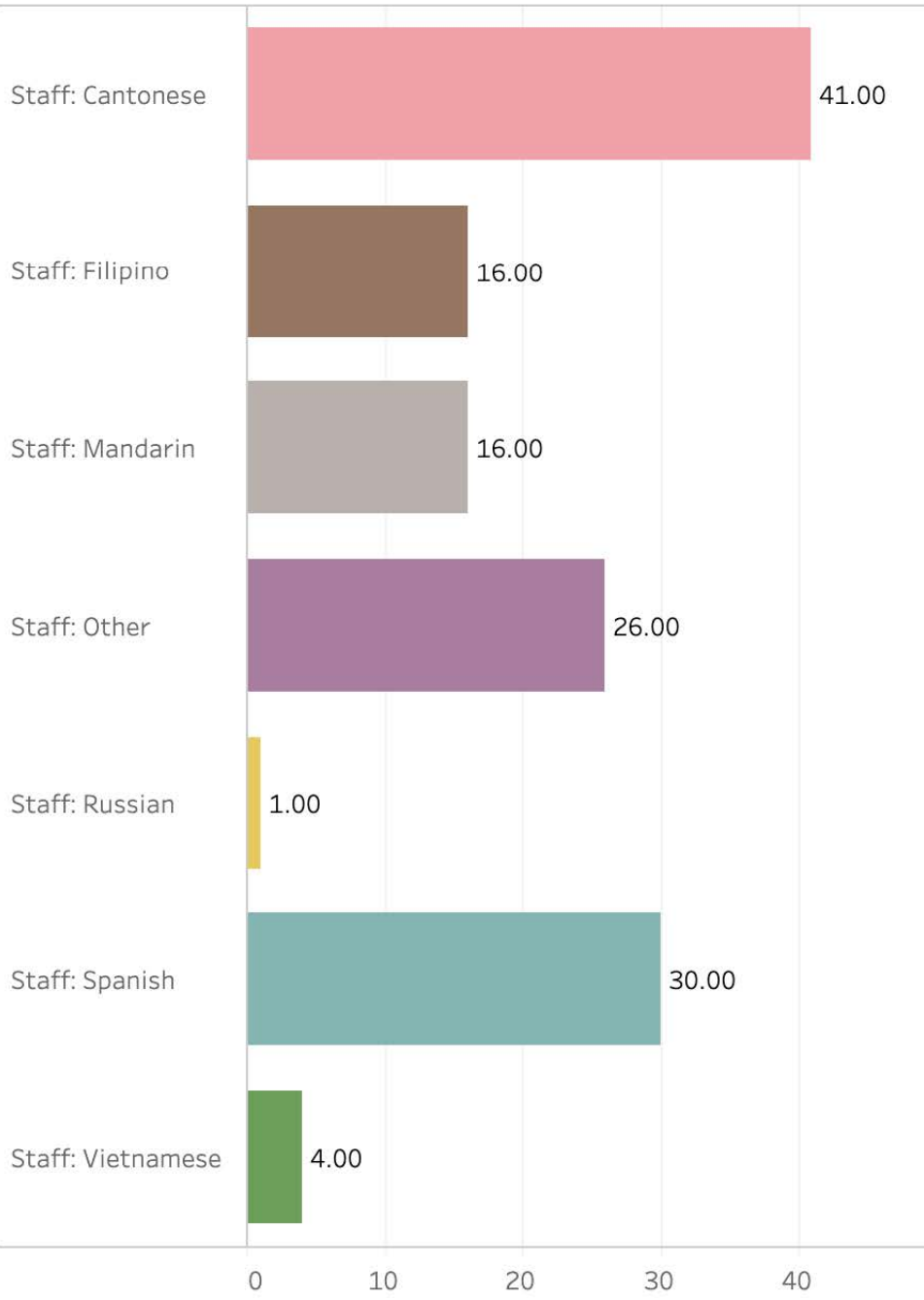
### Telephonic Interpretations



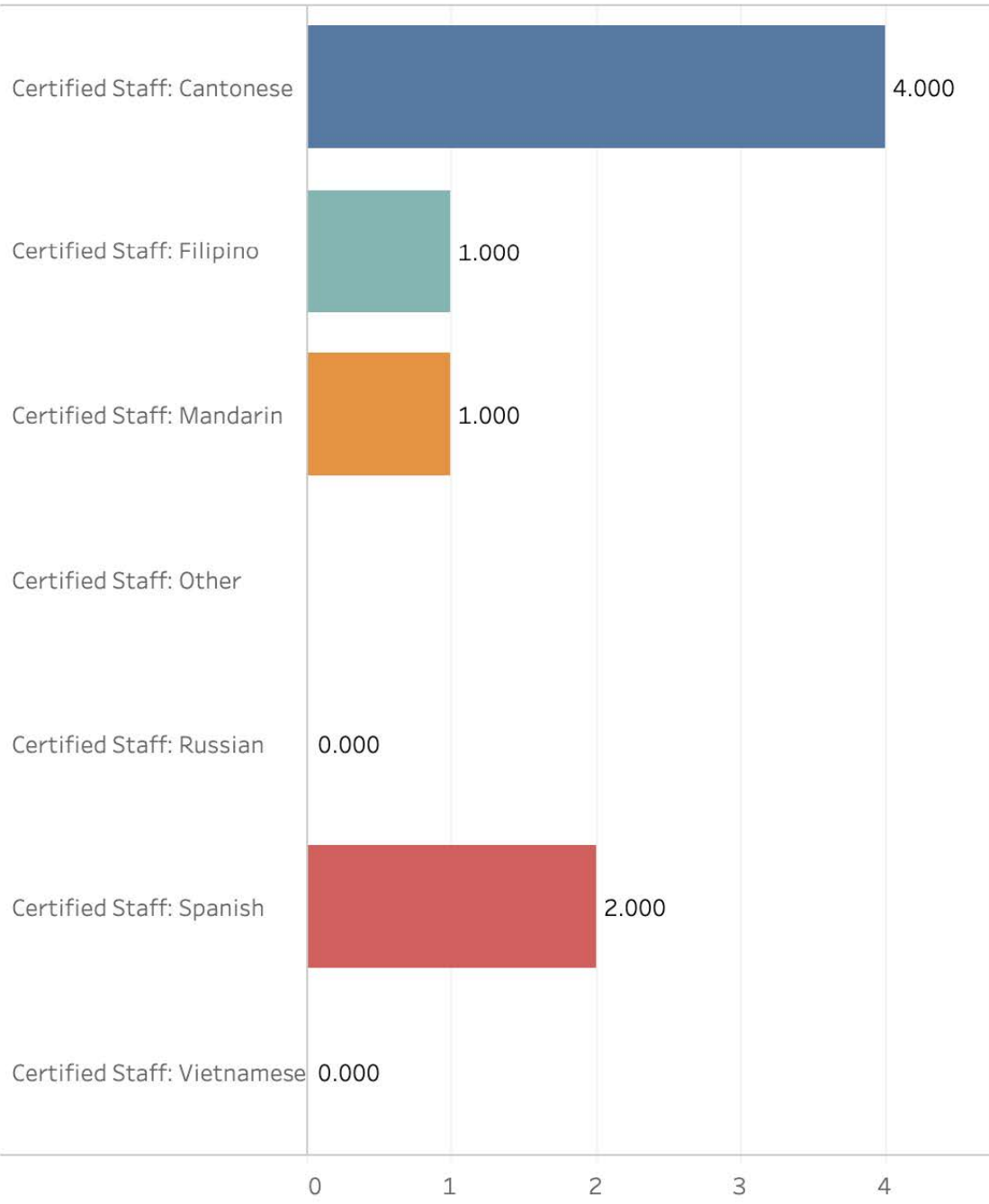
### In-Person Interpretations



### All Multilingual Staff



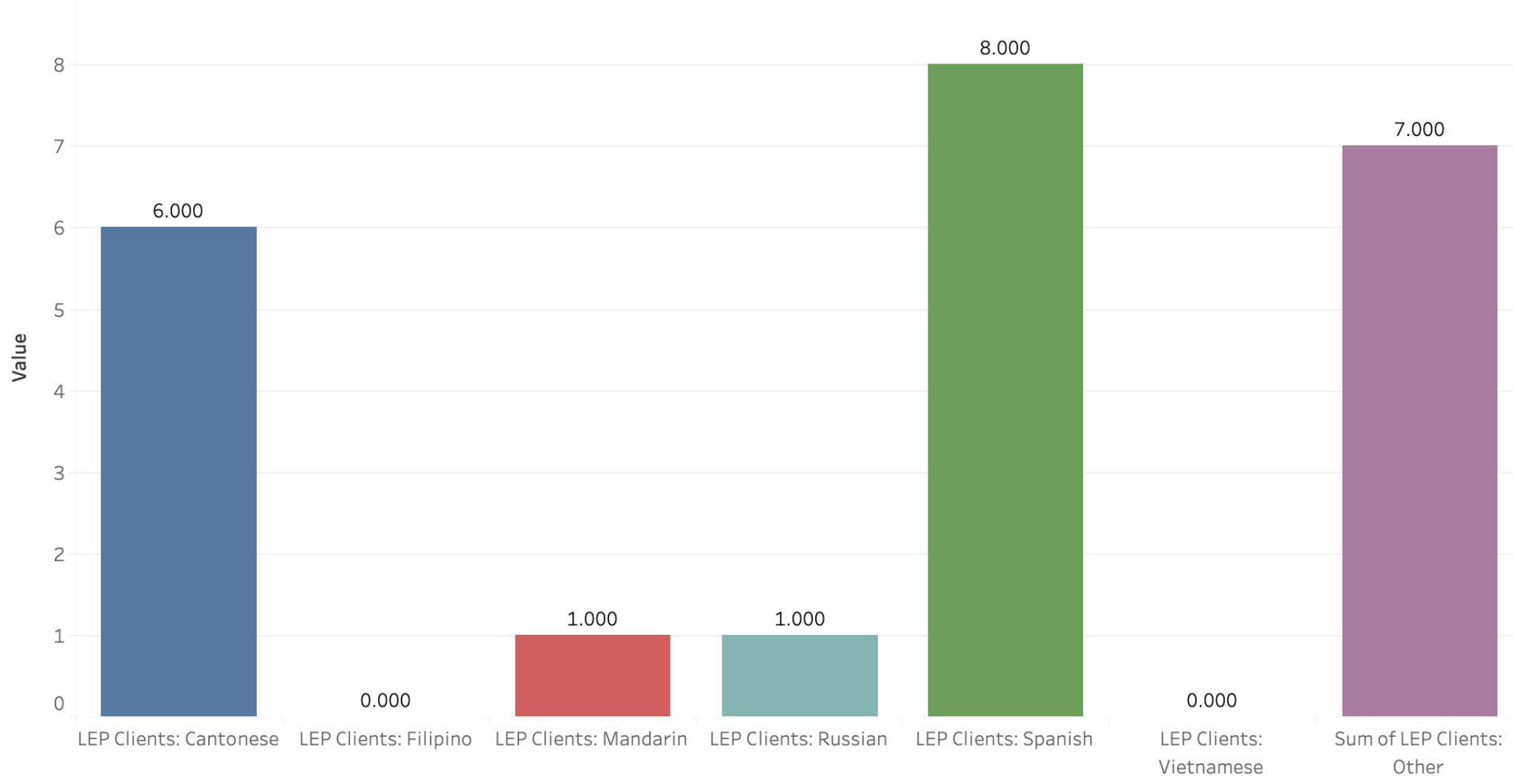
### Certified Multilingual Staff



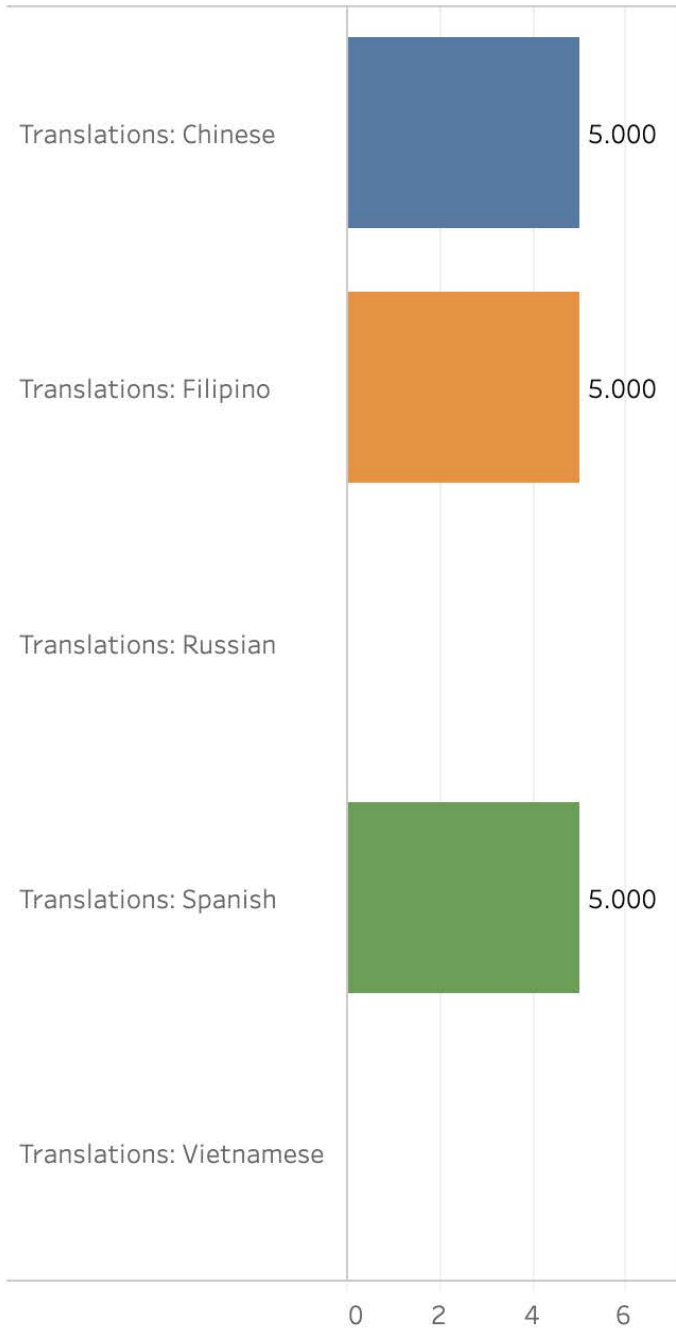
Department

War Memorial

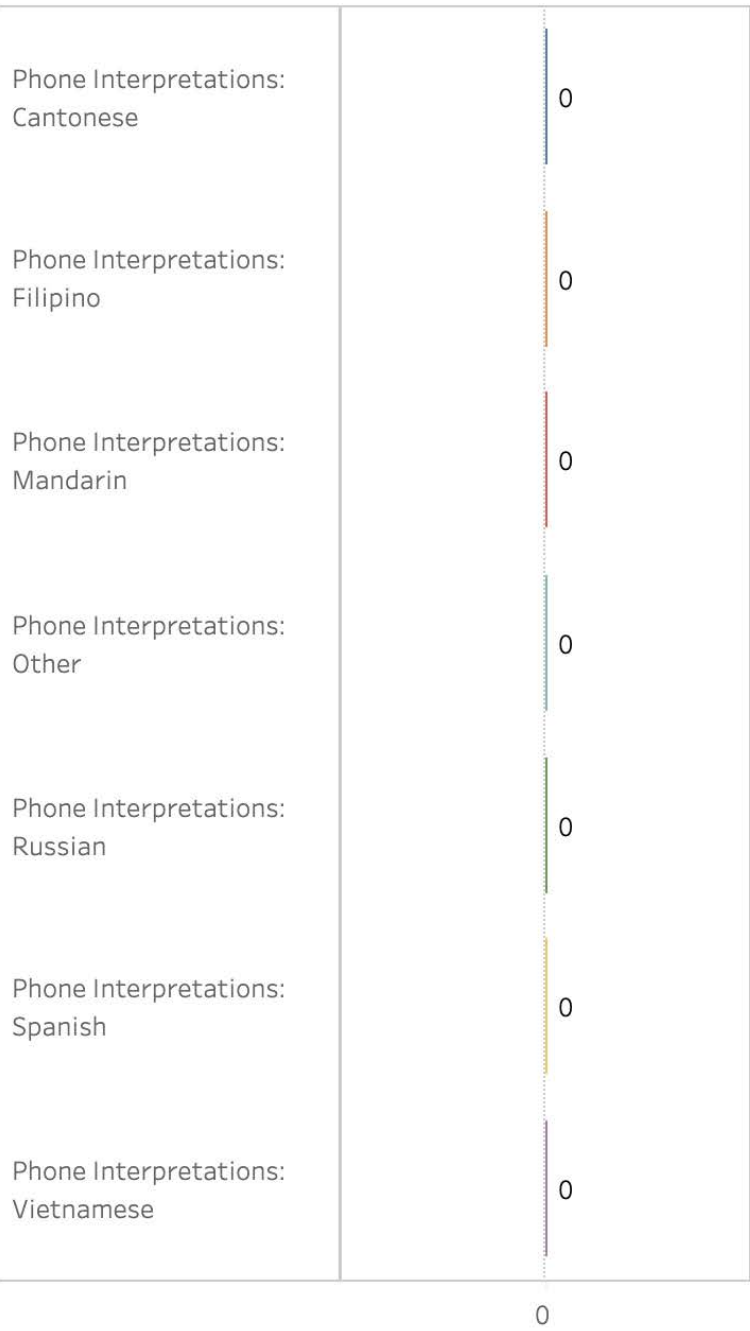
### LEP Clients Served



### Translations



### Telephonic Interpretations



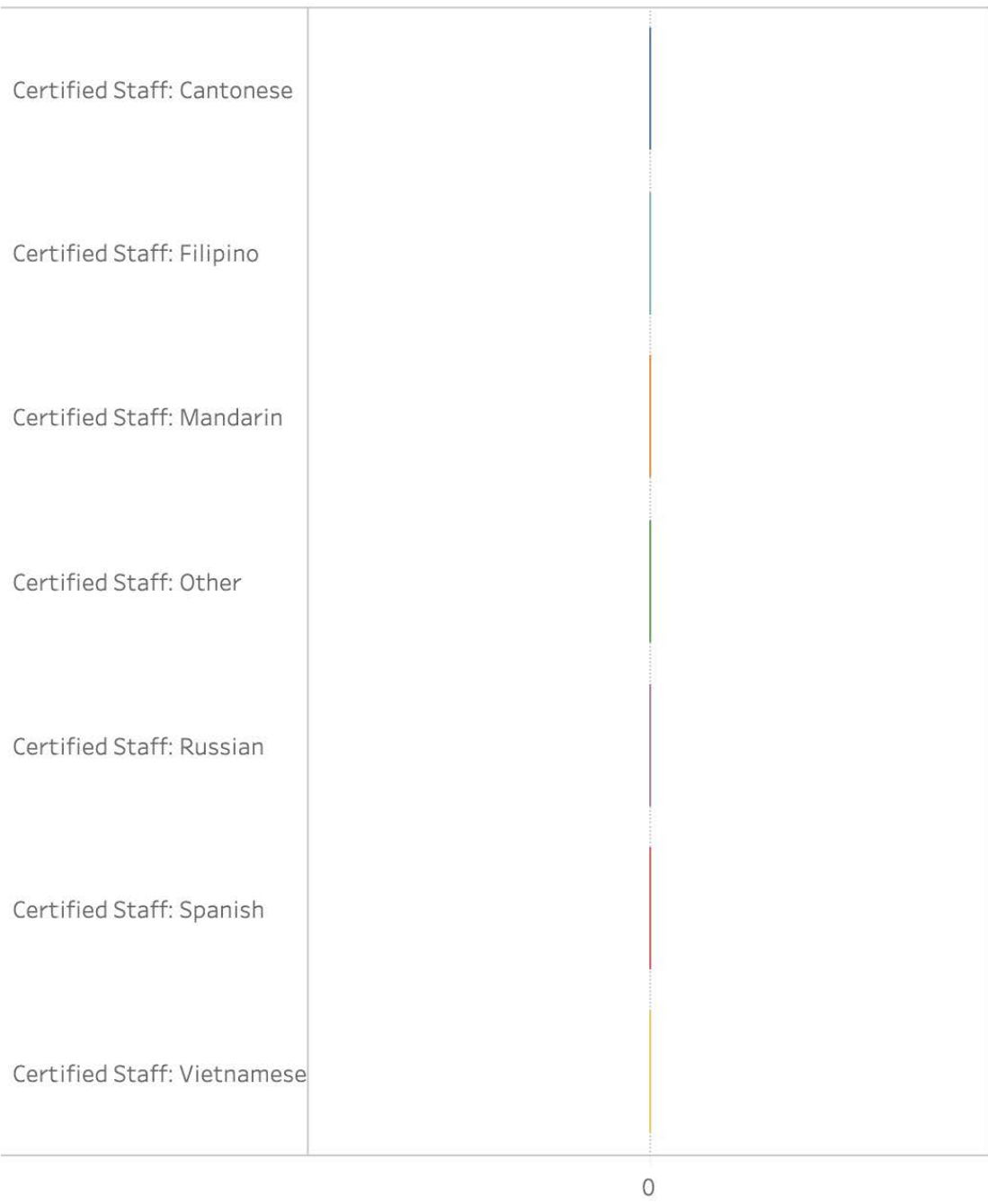
### In-Person Interpretations



### All Multilingual Staff



### Certified Multilingual Staff





BOARD of SUPERVISORS



City Hall  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco 94102-4689  
Tel. No. (415) 554-5184  
Fax No. (415) 554-5163  
TDD/TTY No. (415) 554-5227

## MEMORANDUM

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

FROM: John Carroll, Assistant Clerk, Government Audit and Oversight Committee, Board of Supervisors

DATE: March 10, 2021

SUBJECT: LEGISLATION INTRODUCED

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The Board of Supervisors' Government Audit and Oversight Committee has received the following hearing request, introduced by Supervisor Walton on March 2, 2021:

**File No. 210233**

**Hearing to discuss departmental compliance with the City's Language Access Ordinance including the review of the 2021 Language Access Summary Report from the Office of Civic Engagement and Immigrant Affairs; requesting community organizations who provide Language Access to present feedback; 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.

c: Offices of Chair Preston and Supervisor Walton

# Introduction Form

By a Member of the Board of Supervisors or Mayor

Time stamp  
or 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  inquiries"
- 5. City Attorney Request.
- 6. Call File No.  from Committee.
- 7. Budget Analyst request (attached written motion).
- 8. Substitute Legislation File No.
- 9. Reactivate File No.
- 10. Topic 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 the Imperative Form.**

Sponsor(s):

Walton

Subject:

2021 Language Access Report

The text is listed:

Hearing request on departmental compliance with the City's Language Access Ordinance including the review of the 2021 Language Access Summary Report from the Office of Civic Engagement and Immigrant Affair, requesting OCEIA to present and requesting community organizations who provide Language Access to present feedback on the report.

Signature of Sponsoring Supervisor: /s/ Shamann Walton