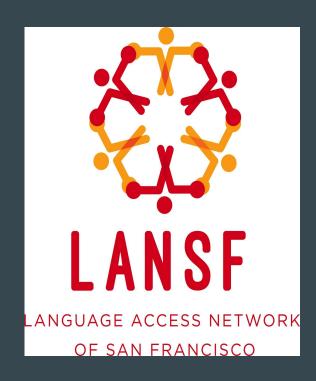
Language Access Network San Francisco

Language Access Network of San Francisco

- African Advocacy Network
- Arab Resource & Organizing Center
- Central American Resource Center (SF)
- Chinese for Affirmative Action
- Filipino Community Center
- Mujeres Unidas y Activas
- People Organizing to Demand Environmental and Economic Rights



Community Member Experiences with the LAO

Common Experiences with the LAO

- Quality control of interpretation and translation
- Cultural Responsiveness in providing services
- Needs of community members speaking non-threshold languages
- Long wait times
- Improving processes to address systemic issues that lead to recurring LAO violations within departments

- Discomfort seeking services due to language barriers
- Miscommunication on services provided by city departments
- Over-reliance on telephonic interpretation and the quality of that interpretation
- Third-party services
- Hesitant to file complaints

Key Challenges with the LAO

Key Challenges

- 1. Policy design is not aligned with target population
- 2. Insufficient monitoring and evaluation mechanisms
- 3. Insufficient enforcement
- 4. Insufficient incorporation of community stakeholders
- 5. Insufficient provision of language access services for non-threshold languages

LAN Recommendations for LAO Reform

LAN Recommendations

Strengthen enforcement

- Conduct independent audit leading to:
 - Required departmental investments in language access & systemic changes
- Establish universal standards for all city departments in areas of:
 - Quality control, cultural competency, community engagement, linguistic diversity

Incorporate a community-centered approach

- Incorporate community's perspective in design of departmental services
- Support & resource non-threshold language communities