

# Language Access Network San Francisco

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# 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

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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