Annual LAO Compliance Report for FY 2019-2020 Human Rights Commission

SUMMARY OF COMPLIANCE CHANGES

1.FY 2019-2020

1. Please provide a summary of all language access changes in your Department since FY 2019-2020.

SUMMARY OF COMPLIANCE REPORT CHANGES & KEY BARRIERS

A.Explain changes in strategies and procedures, and indicate whether these changes have improved the Departments language access services from the previous year.

Description of Change	Improved Language Access Services?
HRC hosted and participated in virtual meetings and events with live language interpretation during the COVID-19 pandemic, including events to inform the public about COVID-19 and services to assist with impacts of the pandemic.	Yes
Translated key documents into multiple languages, including Intake Questionnaire Forms.	Yes
Worked with SF Dept. of Public Health to promote multilingual contact tracing & connect LEP/immigrant communities to training & volunteer opportunities. Economic Recovery Task Force public survey collected input in Spanish, Chinese & Filipino.	Yes
Collaborated with City partners to provide in-language, culturally relevant outreach prior to enforcement of public health orders.	Yes

B. Indicate any key barriers that have prevented your Department from achieving your LAO goals and any proposed solutions.

Barriers	Proposed Solutions
HRC's existing telephone	Convert phone system to a platform

system lacks capability for a menu option that would allow callers to select a particular language.	capable of providing language selection menu. HRC has been informed that phone system upgrade is scheduled to occur during FY2020-2021.

II. DEPARTMENTAL GOALS

2.Assessment of Progress in Meeting Previous Year's Goals

Please provide an update on how your department is meeting your current goals. These are the goals that your department indicated in last year's report.

1) Providing equitable access to programs and services for all:
HRC is meeting this goal by providing direct services in multiple languages via bilingual staff, and by making interpretation and translation services available to LEP visitors and callers. During the COVID-19 pandemic, HRC has met the needs of LEP persons by providing services via phone and email using LanguageLine, bilingual staff, and live remote interpretation during virtual/online meetings and events.

2) Conduct training for all staff on the LAO and removing barriers to clear communications:
HRC is meeting this goal by providing training for staff on compliance with the Language Access Ordinance and best practices for providing services to LEP persons.

3) Conducting review for new key documents to translate:
HRC is meeting this goal by translating key documents including Intake Questionnaire Forms and translating other documents as needed.

4) Translating outgoing phone message into Chinese and Filipino:
HRC has been unable to fulfill this goal due to current phone system lacking capability for a menu system to allow users to select a particular language, and time restrictions on the existing phone system that does not allow for full outgoing messages in all languages. Phone system upgrade is planned for FY2020-2021.

5) Solicit feedback on quality of translated materials:
Not complete. HRC will plan to include solicitation of feedback on quality of translated materials for FY2020-2021.

3.Goals for Fiscal Year 2020-2021

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2020-2021 (bullet points).

1) Make proactive efforts to provide services in languages as needed to convey critical information to the community, especially groups most impacted by the COVID-19 pandemic and its economic effects.
2) Implement multilingual phone message menu to allow callers to select a particular language.
3) Solicit feedback on quality of translated materials, especially most frequently used documents.

III.CLIENT INFORMATION

4. Primary/Preferred Language Information

Do you collect and record primary/preferred language data on clients as part of your intake or application process?

Yes

5. Data Collection Method

What method did you use to determine the number and percentage of limited English proficient (LEP) persons who actually used your department's services citywide during FY 2019-2020?

See OCEIA Guidance, Section I

* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services.
If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

Please provide the method you used to determine the number LEP persons actually served.

a. ✔ Intake   b. ☐ Annual Survey   c. ☐ Number of telephonic interpretation requests

Description (Optional)   HRC tracks language during intake process for inquiries and complaints.

6. Number of LEP Persons who Used Department's Services During FY 2019-2020

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2019-2020:

See Guidance, Section I

* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services.
If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

TOTAL CLIENTS (#)	LEP CLIENTS (#)	LEP CLIENTS BY LANGUAGE (#) ?						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
849	62	4	0	1	1	54	1	1 Other

Key: CAN = Cantonese FIL = Filipino (Tagalog) MDRN = Mandarin
RUS = Russian SPN = Spanish VIET = Vietnamese

Please indicate the number of clients served in other languages:

LANGUAGE	LEP CLIENTS (#)
Arabic	1

b. If you used information from the Intake process (if you checked "a" in #5 above) , please provide a breakdown of the number of LEP persons served at each Covered Department Facility.

LEP CLIENTS BY COVERED DEPARTMENT FACILITY

Facility Name/ Location	Total Clients Served at Facility (#)	LEP Clients (#)	% LEP	LEP Clients Served at the Facility by Language(#)						
				CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)
HRC office & remote	849	62	7.30%	4	0	1	1	54	1	1 (Arabic)

IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2019-2020

7. Translated Written Materials

a) Please indicate how many of the Department's materials (e.g. applications, forms, notices of rights, program material, etc.) have been translated into each of the following languages.

See Guidance, Section II (a)

Language	Total Materials	CHN	FIL	RUS	SPN	VIET	Other #1 (specify)	Description

All Translated Materials		4	4		1	1	1	Arabic
Number of Vital Documents		3	3					

b) Please list all of the Department's written materials(e.g. applications, forms, notices of rights, program material, etc.) that have been translated, the language(s) into which they have been translated, and the persons who have reviewed the translated materials for accuracy and appropriateness.

See Guidance, Section II (a)

Please upload your Translated Materials Log as an Excel file	Your file is uploaded ✔ Download Blank Excel Template

8. Telephone-Based Interpretation Services

Describe any telephone-based interpretation services used for FY 2019-2020 (July 1 through June 30). Please include information on call volumes and language use. If your department uses multiple telephone-based interpretation services, which may include LanguageLine Solutions, other vendors, or internal staff, please indicate each on a separate line.

See Guidance, Section II (b)

What telephonic interpretation services were used?	Total Call Volume (LEP Clients)	Total Call Volume by Language							
		CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
LanguageLine Solutions	11	5	0	3	1	0	1	1	Arabic
Internal staff	59	1	0	0	0	58	0	0	
		0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	

9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2019-2020(July 1 through June 30)? Please include information on the number of times in-person interpretation was provided in each language .

See Guidance, Section II (c)

Total	Number of Times Interpretation Provided, by Language							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
55	1	0	0	0	54	0	0	

Description (Optional)

10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2019-2020? Please indicate the number of meetings/hearings and languages provided and whether vendors or multilingual employees were used.

See Guidance, Section II (d)

Number of Interpreted hearings/meetings	5
Total Number of LEP Attendees	33
Interpretation provided by	✔ Vendors ✔ multilingual Employees ☐ Other
Interpretation provided in (languages)	✔ Cantonese ☐ Filipino ☐ Mandarin ☐ Russian ✔ Spanish ☐ Vietnamese ☐ Other

V.MULTILINGUAL STAFFING AND TRAINING

11. Multilingual Employees

a) How many multilingual public contact employees does your department have, and how many have had their multilingual skills tested and certified by the Department of Human Resources (DHR)? Indicate the language(s) spoken by certified multilingual employees and all multilingual employees.

See Guidance, Section III (a)

	Total Number	Number or Multilingual Staff, by Languages						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
Certified Multilingual Public Contact Employee	0	0	0	0	0	0	0	0
Total Multilingual Public Contact Employee	8	1	0	1	0	5	1	5
All Public Contact	20							

Description (Optional)	Number of multilingual staff by language combined is higher than total number of multilingual staff, because some staff speak multiple languages.

Please provide a roster of your department's Multilingual Employees (excluding those employees who are self-designated as competent in a language other than English). Use additional pages as needed. See Roster of Multilingual Employees from OCEIA.

ROSTER OF MULTILINGUAL EMPLOYEES				
Name	Title	Office Location	Languages (other than English)	DHR Certified? (Y/N)
Mullane Ahern		25 Van Ness, 8th floor	Spanish	No
Navneet Bajwa		25 Van Ness, 8th floor	Hindi, Punjabi	No
Veronica Garcia		25 Van Ness, 8th floor	Spanish	No
Jun Liang		25 Van Ness, 8th floor	Cantonese, Mandarin	No
Amelia Martinez-Bankhead		25 Van Ness, 8th floor	Spanish	No
Lisa Nguyen		25 Van Ness, 8th floor	Vietnamese	No
		25 Van Ness, 8th		

Matthew Oglander		floor	Spanish	No
Sneh Rao		25 Van Ness, 8th floor	Spanish, French, Portuguese, Guarajati	No

Please upload your Roster of Multilingual Employees as an Excel file	No file attached ✖ Download Blank Excel Template

b) Assess the number of additional multilingual employees needed in FY 2019-2020 and beyond to meet the requirements of the Language Access Ordinance.

See Guidance, Section III (b)

Is the current number of multilingual employees adequate to meet LAO requirements?	If no, indicate the number of additional multilingual employees needed and corresponding language(s)
Yes	

If you have indicated that the number of multilingual employees in your Department is inadequate to meet the requirements of the Language Access Ordinance, please state your Department's plans to meet those requirements

12. Employee Development and Training

See Guidance, Section III (c)

a) Which of the following methods does your Department use to verify the quality of multilingual employees' language proficiency skills?

☐	DHR multilingual certification
☐	External certification process
✔	Other method (describe): Collaborative review among staff.
☐	Our Department does not have a method to verify the quality of multilingual employees' language proficiency skills

b) Does your Department offer training for public contact staff on how to provide language assistance services to LEP individuals?

Yes

HRC staff are trained on using LanguageLine Solutions for telephonic interpretation. Staff coordinating virtual events have also been trained on including live interpretation during these events.

VI.LANGUAGE SERVICE AND COMMUNICATION PROTOCOLS

13. Language Access Policies

Please provide a brief summary of your department's procedures for providing services to LEP persons, using the boxes below.

LANGUAGE ACCESS POLICIES AND PROTOCOLS

a) Does your department have a written Language Access Policy ?	Yes
b) Please provide a brief summary of the policy.	In accord with HRC's key objectives (to eliminate prejudice and discrimination and to promote equity and equal opportunity for all), HRC is committed to making sure that its programs and services are accessible to all people in a language they can understand. HRC provides information and services to the public at HRC's office and also at public meetings and other events in the community. HRC strives to make information and services available in any languages required by the members of our community. HRC employs staff who speak a variety of languages, and offers language interpretation and translation services at no cost for people accessing HRC's services or attending HRC's public meetings.
c) Please upload your department's full Language Access Policy.	Your file is uploaded ✔
d) Does your department work with clients in crisis or emergency situations ?	No
If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other).	
e) Does your department have a protocol for serving LEP persons in crisis or emergency situations?	Yes

If yes, please provide a brief summary of your Department's protocol for serving LEP persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs.	If available, bilingual staff will assist the LEP person(s) to identify and contact appropriate emergency services; otherwise, staff will contact relevant emergency services and use LanguageLine Solutions for live interpretation.

14. Recorded Telephonic Messages

a) Please list any recorded telephonic messages that are available in languages other than English, and describe the content of recorded messages (e.g. office hours and location; information about programs and services; other types of assistance).

CONTENT OF RECORDED MESSAGE	LANGUAGE (Mark all boxes that apply)						Other (specify)	
	CAN	FIL	MDRN	RUS	SPN	VIET		
Office Hours and Location	☐	☐	☐	☐	✔	☐	☐	
Information about Programs and Services	☐	☐	☐	☐	✔	☐	☐	
Other (please describe)	☐	☐	☐	☐	☐	☐	☐	

b) Assess the availability and quality of your department's recorded telephonic messages in languages other than English .

See Guidance, Section IV (a)

Needs Improvement

Please explain.

HRC's current telephonic message includes information in English and Spanish on office hours and location, summary of HRC's work and services, and statement that language services are available at no cost. HRC's current telephone system lacks capability to offer a menu that would allow callers to select a particular language. The outgoing message for callers has a time limit that is insufficient for more than two languages to be included in the outgoing message. The current message includes English and Spanish, which are the most frequent languages used by callers to HRC. HRC is planning to convert to a phone system with a multilingual menu in the coming fiscal year.

15. Telephonic Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling telephonic requests for translation or interpretation services.

> Requests for telephonic communication will be directed to an HRC staff person who speaks the language requested, if available. If not, the staff person who receives the request will use LanguageLine Solutions for interpretation.

b) Assess the quality of your department's procedures for handling telephonic requests for translation or interpretation services.

See Guidance, Section IV (b)

Excellent

Please explain.

> HRC's procedures enable all requests for translation or interpretation services to be handled promptly in any language requested. LEP persons receive the same level of service as English speakers.

16. In-Person Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling in-person requests for translation or interpretation services.

> In-person requests will be directed to an HRC staff person who speaks the language requested, if available. If not, staff will use LanguageLine Solutions for interpretation and/or to coordinate scheduling an appointment for in-person interpretation.

b) Assess the quality of your department's procedures for handling in-person requests for translation or interpretation services.

See Guidance, Section IV (c)

Excellent

Please explain.

> HRC's procedures enable all requests for translation or interpretation services to be handled promptly in the language requested. LEP persons receive the same level of service as English speakers.

17. Public Notices of Availability of Language Access Services

a) For in-person or over-the-counter contacts, please indicate whether there is a notice posted in a public place informing LEP persons of their right to request translation or interpretation, and the languages that this notices is printed in.

Public notice posted informing LEP persons of their right to request language access in the following languages:

✓	Filipino
✓	Chinese
✓	Russian
✓	Spanish
✓	Vietnamese
☐	Other

b) Assess the quality of your department's public notices of availability of language access services.

See Guidance, Section IV (d)

Excellent

Please explain.

HRC's notices provide information about language access services in the languages most commonly needed by members of our community. In addition, HRC's intake room contains a language identification card to assist with language identification for individuals who speak other languages.

VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

18. Language Services Expenditures in FY 2019-2020

Please provide the following information on the annual budget and actual expenses for Language Services provisioning.

See Guidance, Section V (a)

Language Access Services	FY 2019-2020 Actual Expenses
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	$0.00
2. Telephonic interpretation services	

provided by vendors.	$848.08
3. Document translation services provided by vendors.	$1,668.00
4. On-site language interpretation services provided by vendors.	$400.00
5. Other costs associated with providing language access services (e.g., grants, special programs, other.)	$0.00
6. Total Language Services Budget (add columns 1-5)	$2,916.08

18 b. Department's Total Operating Budget

$6,031,538.00

19. Projected Language Services Budget in FY 2020-2021

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2020-2021 ?

See Guidance, Section V (b)

| TOTAL | 13000 |

Description (Optional)