

Annual LAO Compliance Report for FY 2019-2020

Office of Economic & Workforce Development

(OEWD)

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?
During the pandemic, OEWD has prioritized maximizing access to information and guidance for LEP populations through public meetings and direct communications.	Yes
For example, OEWD has held numerous webinars with simultaneous interpretation channels for small businesses and workers that highlight reopening information and available resources. Our general voicemail also now includes Cantonese and Spanish greetings.	Yes
OEWD has launched two hotlines for small businesses and workers that are accessible to LEP groups. The hotlines are available in Cantonese, Mandarin, Spanish, Tagalog, Russian and Vietnamese. Both hotlines also include multilingual email support.	Yes
To ensure equitable feedback on our budget priorities, OEWD held 3 budget town halls with simultaneous translation for any language requested. OEWD advertised the events in	Yes

Spanish/Chinese/Tagalog. Attendees utilized Spanish and Cantonese interpretation.	
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B. Indicate any key barriers that have prevented your Department from achieving your LAO goals and any proposed solutions.

Barriers	Proposed Solutions
The change to remote operations has required a dramatic shift in the way that our staff interact with stakeholders and necessitated new procedures for creating equitable access for LEP communities.	OEWD has begun to utilize more interpretation services for public events, such as reopening webinars, through simultaneous interpretation channels on video conferencing services such as Zoom.
Shifting to remote work disrupted usual lines of communication and digital access to the intake log used for constant reporting of LAO interactions, necessitating an end-of-year survey to cover missed interactions that would normally be captured by intake	We have shifted intake reporting to Sharepoint and reiterated regular LAO interaction reporting requirements to staff to ensure that the intake method continues even while the majority of staff telecommutes.

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.

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| <ul style="list-style-type: none"> - The intake method is more effective than OEWD's previous method of a once-yearly audit, but we hope to increase constant usage of the log throughout the year. Maintaining staff participation during the pandemic/teleworking was a challenge initially, though we have shifted the log to OneDrive and are back to intake reporting. - We have a translation feature on our website, we have increased the amount of translated written materials available to stakeholders, and we have utilized simultaneous interpretation services at many public meetings this year. - 49 (or 38%) of OEWD staff are bilingual, which is up 2% from the previous fiscal year. - We have designated liaisons to serve as the Language Access Coordinators at our City Hall and 1 South Van Ness |
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offices, and we have created accessible spaces by posting language access notices at each office and creating more translated outreach material to assist LEP clients in accessing our services.

- OEWD has created emergency programs such as the COVID-19 Small Business Resiliency Fund, the Right to Recover Program, and the Immigrant Workers Fund, which are providing accessible, culturally competent and critical supportive services to entrepreneurs and workers, many of whom are LEP, in heavily impacted neighborhoods like Chinatown and the Mission.

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).

As Mayor Breed and OEWD focus on advancing citywide equity and delivering accessible services to historically underserved communities, especially those facing disproportionate impacts from COVID-19, OEWD teams are deliberately working to remove linguistic barriers to engagement and understanding of our services. Our goals for FY 2019-20 are:

- Further acquaint OEWD staff with the shared excel interaction log on OEWD's shared drive. Our goal is for staff to continuously update the spreadsheet with LEP client interactions so that we're ready for the end-of-FY audit. Previously we've relied on OEWD employees to submit their information via email, which led to issues regarding deadlines and reliability of relayed information.
- Continue to translate written materials and provide translation and interpretation services based on the communities we serve.
- Continue to ensure that our bilingual staff are available to serve LEP clients at community meetings and at City Hall. At community meetings, hand out threshold language copies of presentation materials.
- Leverage nonprofit partners and existing resources to enhance OEWD's language capabilities, especially in San Francisco's outer neighborhoods.
- Ensure that all OEWD offices are fully accessible to LEP clients.

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)

It is worth noting that OEWD's service providers have thousands of LEP-interactions that are not included in this report. OEWD's LEP service suite is much larger than the numbers reflected by only counting direct OEWD staff LEP interactions.

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
103,136	6,767	5,040	23	620	6	869	0	209 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 (#)
Chinese (unspecified)	208
ASL	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)

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	574	105	89	78	103	49	150	Arabic, Korean, Japanese, Samoan
Number of Vital Documents	98	29	22	17	28	0	2	Arabic

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
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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)
Bilingual Staff	3,036	2,086	19	288	5	603	0	35	Chinese (unspecified)
LanguageLine	1	1	0	0	0	0	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)
3,643	2,951	4	332	4	238		114	Chinese (unspecified), ASL

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	18
Total Number of LEP Attendees	
Interpretation	

provided by	<input checked="" type="checkbox"/> Vendors <input checked="" type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation provided in (languages)	<input checked="" type="checkbox"/> Cantonese <input checked="" type="checkbox"/> Filipino <input type="checkbox"/> Mandarin <input checked="" type="checkbox"/> Russian <input checked="" type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> 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								
Total Multilingual Public Contact Employee	49	18	2	13	1	18	0	10
All Public Contact	127							

Description (Optional)


Other: Italian, French, Portuguese, Hmong, Tongan, German.
Some OEWD staff are trilingual, leading to a higher segmented

individual count vs. the total number of multilingual staff.

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)

Please upload your Roster of Multilingual Employees as an Excel file

Your file is uploaded 

[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?

<input type="checkbox"/>	DHR multilingual certification
<input type="checkbox"/>	External certification process
<input type="checkbox"/>	Other method (describe):
<input checked="" type="checkbox"/>	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?

No


New employees are informed of our procedures and encouraged to seek assistance from experienced staff with any questions. We also have a document with guidance on how to access translation services that we give to new employees.
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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.	OEWD provides employees with a document containing procedures and directions for translation services and LAO compliance. The document is attached.
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 ?	Yes
If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other).	fire
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.	OEWD works specifically with property owners, businesses and their employees in coordination with appropriate city departments, to assess both business and structural damages. OEWD leverages language proficient staff to gather information from LEP clients on-site in order to provide comfort, assess damages, and facilitate culturally competent meetings to expedite economic recovery after an emergency situation has concluded. While OEWD is not designated as a first responder, staff refers clients to the appropriate authorities as needed. To further serve LEP persons in crisis emergency situations on-site and/or to facilitate follow up meetings, bilingual OEWD project managers will maintain contact with impacted employees and business owners throughout their recovery.

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)							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)	
Office Hours and Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information about Programs and Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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

See Guidance, Section IV (a)

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Needs Improvement

Please explain.

OEWD will continue to add additional languages to our telephonic recorded messages.

15. Telephonic Requests for Translation or Interpretation Services

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

OEWD utilizes bilingual staff and language line for translation or interpretation services.

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.

Current protocols are effective.

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.

OEWD uses Language Line or bilingual staff to offer translation or interpretation services.

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.

Current protocols are effective.

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:

<input checked="" type="checkbox"/>	Filipino
<input checked="" type="checkbox"/>	Chinese
<input checked="" type="checkbox"/>	Russian
<input checked="" type="checkbox"/>	Spanish
<input checked="" type="checkbox"/>	Vietnamese
<input checked="" type="checkbox"/>	Other We use the "Interpretation Services Available" notice from OCEIA's website.

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

See Guidance, Section IV (d)

Excellent

Please explain.

OEWD has notices in prominent, visible locations at our front desk at City Hall and our reception at 1 South Van Ness.

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	\$0.00

expenditures.	
2. Telephonic interpretation services provided by vendors.	\$276.00
3. Document translation services provided by vendors.	\$8,233.00
4. On-site language interpretation services provided by vendors.	\$4,842.00
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)	\$13,351.00

18 b. Department's Total Operating Budget

\$86,874,531.00

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
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Description (Optional)