Annual LAO Compliance Report for FY 2019-2020 Building Inspection (DBI)

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?
Continue to improve the translation staff review process.	Yes
Continue to update our website to make online translated materials easily and readily available.	Yes
Partner with city agencies to deliver on mutually-beneficial translation services together.	Yes

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

Barriers	Proposed Solutions
The length of time for staff review of translated materials. Thus, we need more designated reviewers on our list.	Survey bilingual staff list to add additional staff to our review roster.

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. Tracking all languages – Begin tracking the language access of all language groups at all public access points (i.e. phone, in-person interpretation, intake, etc.)
> 2. Tracking field interpretations and language services provided at public meetings – Report on all public meetings and outreach programs by integrating & requesting language data from division leaders
> 3. Staff certification – Work to add more additional staff certified by DHR

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).

> • We continue to update and/or develop forms and brochures in all required languages: Chinese, Spanish and Filipino.

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?

> No

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)   [_____]

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
49,421	9,860	6,437	163	1,185	0	2,075	0	0 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 (#)

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										
	Total Clients Served at Facility	LEP			LEP Clients Served at the Facility by Language(#)					Other

Facility Name/ Location	(#)	Clients (#)	% LEP	CAN	FIL	MDRN	RUS	SPN	VIET	(specify)
DBI, 1660 Mission	49,421	9,860		3,179	90	311		802		

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	10	10	10		10			
Number of Vital Documents								

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)
Internal Staff	4,947	3,134	73	530	0	1,210	0	0	
		0	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)

	Number of Times Interpretation Provided, by Language							
Total	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
4,913	3,303	90	655		865			

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	3
Total Number of LEP Attendees	
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	28	13	1	8		6		
Total Multilingual Public Contact Employee	28	13	1	8		6		
All Public Contact	28							

Description (Optional) [_____]

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?

✔	DHR multilingual certification
☐	External certification process
✔	Other method (describe): Proficiency in providing services as assessed by supervisor

	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

Training is provided to all DBI staff with respect to departmental processes and procedures; bilingual staff receives these trainings in addition to applying their experience, knowledge and skill sets, to assist customers on an as-needed basis.

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.	The use of this policy is to ensure that LEP clients of DBI are able to access, understand, and participate in DBI programs and services. Customer safety and satisfaction are core goals of DBI and the office is committed to protecting building and life safety for all residents of San Francisco, no matter what language they may speak. As DBI is an enforcement agency, for the safety of the over 200,000 buildings in San Francisco, DBI takes language access seriously and strives to find efficient and practical ways to ensure that the diverse population of the City is provided with quality services.
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).	natural disaster
e) Does your department have a protocol for serving LEP persons in crisis or emergency	Yes

situations?	
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.	Designated bilingual staff are known to all DBI managers/supervisors, and called upon an as-needed basis to provide language assistance to an affected LEP client. The designated inspector assigned to after-hours, or week-end duties, also is either bilingual or has telephone access to language appropriate personnel on an as-needed basis.

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	☐	☐	☐	☐	☐	☐	☐	
Information about Programs and Services	☐	☐	☐	☐	☐	☐	☐	
Other (please describe) To be transferred to Spa #7, Chi #8	✓	☐	✓	☐	✓	☐	✓	Callers are asked to press #7 for Spanish, #8 for Chinese or # to be transferred to bilingual staff.

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.

We have an automated recorded message for our main line number asking customers if they wish to be transferred to Spanish or Chinese staff. We currently do not have other pre-recorded messages but we are working on providing translated recorded messages in Filipino.

15. Telephonic Requests for Translation or Interpretation Services

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

> We have an automated recorded message for our main line number asking customers if they wish to be transferred to Spanish or Chinese speaking staff.

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

See Guidance, Section IV (b)

> Adequate

Please explain.

> LEP clients are transferred to the designated staff who may speak their language. However, we are also currently looking into improving our existing telephone message to incorporate translations of "press X for" in their respective languages in addition to Filipino.

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.

> When a walk-in client enters the office, the client identifies their requested language using the "We Speak Your Language" sign at the Public Information counter. Staff will then contact a designated bilingual staff member to provide language assistance.

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

See Guidance, Section IV (c)

> Adequate

Please explain.

> We have 28 designated bilingual staff ready upon request to assist Spanish, Chinese, and Filipino 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)

> Adequate

Please explain.

> We have "Welcome, We Speak Your Language" (Appendix A) signs on each floor of DBI to notify LEP clients that Spanish, Chinese, and Filipino translations are available.

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.	$34,665.00
2. Telephonic interpretation services provided by vendors.	$0.00

3. Document translation services provided by vendors.	$3,875.00
4. On-site language interpretation services provided by vendors.	$0.00
5. Other costs associated with providing language access services (e.g., grants, special programs, other.)	$2,994,621.00
6. Total Language Services Budget (add columns 1-5)	$3,033,161.00

18 b. Department's Total Operating Budget

$95,648,063.00

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 3817174

Description (Optional)