

Annual LAO Compliance Report for FY 2019-2020 Children, Youth and Their Families (Department of)

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?
Heavy reliance on Google Translate to quickly turnaround or update information about our department's response to the COVID-19 pandemic, particularly regarding Emergency Child & Youth Care and the Community Learning Hubs.	Yes
Translated every major document related to our Family Summits and Community Learning Hubs into Spanish, Chinese, Vietnamese, and Arabic.	Yes
Ensured that all 11 of our Family Summits were staffed by Spanish and Chinese (Mandarin and Cantonese) interpreters. Arabic, Vietnamese, Russian, and Filipino interpreters were also available at some of the events.	Yes
Hired more staff and interns who are fluent in Spanish.	Yes

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

Barriers	Proposed Solutions
We had to have a lot of documents professionally	We asked OCEIA for help with this several times but each time we were told

translated and turned around very quickly, and we did not have the time nor the staff capacity to conduct thorough reviews of these documents. Fortunately we did not encounter any problems.	that no staff were available to help us. It would be wonderful if there were more staff at OCEIA to help City departments with this.
Only one of our staff members is fluent enough in Chinese and has enough availability to be able to attend and interact with the public at events hosted by the department.	The obvious solution is to hire more staff who are fluent in Chinese, but we do not have any major hiring plans in the near future due to the City's freeze.
Due to the pandemic we have had to change the message on the primary phone line for our office several times. Due to technical difficulties this became unexpectedly complicated, and we have not translated this message into any languages beyond English.	The only way to record our phone message without causing technical issues is to do it in-person, and our office has been closed since March 2020. When the office is open again we will prioritize translating the phone message into other languages.

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.

- Invite OCEIA to DCYF Staff meeting for LAO Training. We did not arrange this in FY 19-20.
- Translate more of the forms and policy documents that are used by grantees into multiple languages. Although we did not translate forms and policy documents per se, we translated web pages and documents that our grantees needed in order to support families during the pandemic. We also ensured that the pages on our website pertaining to the Emergency Child and Youth Care program and summer camps and programs included notices in-language that stated how to request translation services (we did not receive any requests for this).
- Provide more assistance for LEPs who attend community events that DCYF hosts or sponsors. In FY 19-20 we hosted Family Summits in every SF Supervisorial District, and every event was staffed by Spanish and Chinese interpreters. We also brought in Vietnamese, Russian, and Filipino interpreters at some of the Summits. We also brought in a Fellow from the USF McCarthy Center who provided Spanish interpretation at several in-person community outreach events.
- Prepare Grantees for future requirement for City contractors to comply with LAO. We did not do this in FY 19-20.

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).

- Continue to provide assistance for LEPs who interact with the department, particularly via phone and at community events that DCYF hosts or sponsors.
- Issue all newsletters for the general public with translated versions.
- Record the message on the main DCYF phone line in Spanish, Chinese, and Filipino.
- Continue to translate all vital pages on the DCYF website into at least Spanish and Chinese.

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)

Our reception staff indicates every telephonic interpretation request DCYF receives in our LEP Interaction Log. Note that DCYF does not provide direct services, and therefore does not have any clients to record in Question 6.

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
	0	0	0	0	0	0	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 (#)

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	18	18	14	6	17	6	1	Arabic
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
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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)
None	0	0	0	0	0	0	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)

Total	Number of Times Interpretation Provided, by Language							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
30					30			

Description (Optional)

This is a rough estimate - it is very difficult to give a real total because of the COVID-19 pandemic. The only LEPs that called our main line were Spanish speakers, so that much is certain.

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	14
Total Number of LEP Attendees	400
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 checked="" type="checkbox"/> Mandarin <input type="checkbox"/> Russian <input checked="" type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input checked="" type="checkbox"/> Other Arabic

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							
Total Multilingual Public Contact Employee	13	3	3	1	0	7	0	
All Public Contact	57							


Description (Optional)

One of our staff members speaks three languages fluently and is represented multiple times in the table above. The table also includes three interns who were with the department in FY 19-20.

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

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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?

Yes


Usually we bring in OCEIA for an annual LAO training, but that did not happen this year due to the COVID-19 pandemic. We have every intention of booking an LAO training for our staff in FY 20-21.

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.	<p>Our LAO Policy includes the following sections:</p> <ul style="list-style-type: none"> • Introduction • Procedures to Follow when LEPs Need Assistance(In person, via Phone, or via Email) • Protocols and Procedures for Document Translation • Protocols and Procedures for Interpretation Services at Public Meetings and Events • Other General LAO Requirements • Complaint Process • Questions, Comments, Concerns, Corrections
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?	No
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.	

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information about Programs and Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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)

Needs Improvement

Please explain.

Until March 2020, our telephonic message about office hours, location, and how to access multilingual staff was recorded in Spanish, Chinese, and Filipino. As mentioned elsewhere in this report, we had to alter how inbound calls are handled after our office closed due to the COVID-19 pandemic. Rather than populate a regular voicemail box, all voicemails that are left on our main line are now converted into audio files and sent to an email inbox. We've found out the hard way that the only way to record a telephonic messages on our main line without causing major technical difficulties is to do so in person on the phone at our reception desk. We are trying to keep staff out of the office as much as possible, so we have not asked our multilingual staff to enter the office in order to record in-language telephonic messages. We will make this a priority when our office reopens.

15. Telephonic Requests for Translation or Interpretation Services

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

Before the pandemic, callers were transferred to the appropriate multilingual staff member. Now we can only accept voicemails on our main line, and they are transferred to multilingual 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.

We only received occasional calls from LEPs prior to the pandemic, and they were all Spanish speakers. These calls were always transferred to one of our seven Spanish-fluent staff members. After our office closed due to the pandemic, all voicemails that are left on our main line are now converted into audio files and sent to an email inbox. Our LAO Liaison monitors that inbox and forwards any voicemails to multilingual staff. From March 2020 to June 30, 2020, the only LEPs that left voicemails spoke Spanish, and these Spanish-fluent staff members responded to all of these voicemails.

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.

Our receptionist staff will refer the LEP to a multilingual staff member who can assist them. We would contact OCEIA if the person speaks a language that is not covered by our staff. Our reception staff has OCEIA's phone number readily accessible.

- 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.

DCYF does not provide direct services, and it is incredibly rare that an LEP would walk into our office and request translation or interpretation services. Moreover, our office was closed from March 16, 2020 through the remainder of FY 19-20, so this was a non-issue.

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 type="checkbox"/>	Russian
<input checked="" type="checkbox"/>	Spanish
<input type="checkbox"/>	Vietnamese
<input type="checkbox"/>	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.

A flyer at our front desk and language on our website states the right to request translation or interpretation services and how to request them.

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.	\$0.00
3. Document translation services provided by vendors.	\$5,639.00
4. On-site language interpretation services provided by vendors.	\$18,050.00

5. Other costs associated with providing language access services (e.g., grants, special programs, other.)	\$11,590.00
6. Total Language Services Budget (add columns 1-5)	\$35,279.00

18 b. Department's Total Operating Budget

\$161,772,326.00

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	55000
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Description (Optional)