

Annual LAO Compliance Report for FY 2019-2020

Emergency Management - 911

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?
Ability to provide in house written translation in Chinese and Spanish for emergency messages and printed materials.	Yes
DEM staff to provide public safety, public health and multihazard safety information,workshops and emergency preparedness trainings in Cantonese, Mandarin, Toisan, Spanish and other langauges.	Yes

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

Barriers	Proposed Solutions
AlertSF is comprised to two primary technology platforms: Everbridge and Nixle. To register for the Everbridge platform, people can go to alerts.org . To	Everbridge allows the use of special characters and higher character count to allow for translation in San Francisco's threshold languages. As translator

register for the Nixle platform, people text their zip code to 888-777.	availability and character count allow, we have also provided Vietnamese, Russian and Arabic.
	Nixle does not allow special characters and is limited to 137 character messages. As a result, translation cannot occur. To mitigate this gap, DEM provides links to translated information with alert issued through the Nixle platform.

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.

DEM's External Affairs team has led the efforts in overseeing the translation unit of the Joint Information Center at the COVID-19 Emergency Operations Center (EOC).

DEM has directly hosted and provided multilingual in-person and virtual community fairs, speaking panels, townhalls, press conferences, roundtable discussions and workshops, meetings, radio and television interviews, and emergency preparedness information and trainings in Cantonese, Mandarin, Toishan, and Spanish, Filipino, Mayan, and other languages.

DEM has also promoted, in both traditional and social media, COVID-19, emergency preparedness, public safety, and multi-hazard information in Chinese, Spanish, Filipino, Vietnamese, Russian and Arabic.

DEM, through the efforts of the EOC has gone above and beyond the Language Access Ordinance during this global pandemic. In addition to providing health and safety information in San Francisco's threshold languages (Chinese, Spanish and Filipino), the EOC has also translated information in Russian, Vietnamese and Arabic as resources and technology allow.

San Francisco's multilingual public information products are distributed in neighborhoods and merchant corridors throughout the City, and half of our Disaster Service Workers conducting outreach are bilingual. Members of the public can pick up multilingual outreach materials at the EOC or have the materials delivered to them. These resources can also be viewed and downloaded from San Francisco's COVID-19 Toolkit.

San Francisco has also developed a Latinx Outreach Toolkit to serve Spanish-speaking communities. Similarly, DEM and the EOC/COVID-19 Command Center is developing an outreach toolkit for Chinese-speaking communities to facilitate access to multiple resources under one document. In addition to outreach, the EOC also hosts weekly in-language virtual media availabilities for Spanish and Chinese language press.

The EOC Translation Unit also maintains a translation glossary of terms which is shared with city departments and contractors performing translation services.

San Francisco has prioritized language access since the outset of this public health crisis. On January 21, 2020, the San Francisco Department of Emergency Management and the San Francisco Department of Public Health began working together to prepare the City's response to COVID-19. Our early preparation efforts included translating materials in San Francisco's threshold languages and targeted in-language education and outreach to our Chinese community.

DEM has also developed additional pre-scripted and translated public notification messages based on environmental emergencies including extreme weather for heat, winter storm, and Public Safety Power Shutoff preparedness. We also have hired Chinese and Spanish speaking staff to assist in real-time emergency public notifications, alerts, and warning translations. DEM has established a Watch Center operations team who can access pre-scripted emergency notifications that are translated quickly to disseminate through social media.

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 increase the number of certified bilingual employees
- Continue to provide interpretation services for people calling 911
- Continue to provide interpretation services for people calling the 415-553-0123 police non-emergency hotline
- Continue to develop incident-specific pre-written and translated messages to deliver to the public in the event of an emergency, COVID-19 and multi-hazard preparedness response
- Continue to strengthen coordination with DSW staff to develop quick-turn around translations during an emergency
- Continue to expand glossary of commonly-used notifications/instructions for emergency public information dissemination
- Continue to oversee and operate the Citywide Covid Command Center's Joint Information Center Translation Unit to provide information in multiple languages.

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)

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
1,215,396	18,807	3,387	77	887	535	12,890	171	860 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 (#)
Spanish	12,890
Cantonese	3,387
Mandarin	887
Russian	535
Brazilian Portuguese	208
Korean	150
Vietnamese	171
Tagalog	75
Japanese	72
Arabic	73
French	53
Thai	25
Nepali	18
Mongolian	23
Lao	11

Hindi	25
Turkish	23
Taishanese	24
Portuguese	20
German	21
Greek	14
Punjabi	12
Serbian	6
Italian	10
Farsi (Persian)	12
Indonesian	7
Armenian	6
Amharic	7
Urdu	3
Burmese	5
Czech	1
Haitian Creole	1
Polish	3
Egyptian Arabic	2
Samoan	3
Cambodian	4
Fante	1
Persian	5
Filipino	2
Lingala	1
Lithuanian	1
Dutch	1
Uzbek	2
Kirundi	1
Yemeni Arabic	1
Tongan	1
Karen	1
Taiwanese	1

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	3,109	898	898	101	898	225	89	Arabic, Mayan
Number of Vital Documents	3,109	898	898	101	898	225	89	Arabic, Mayan

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)
Voiance	18,807	3,387	77	887	535	12,890	171	1,031	see previous attachment
		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)

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	46
Total Number of LEP Attendees	2,784
Interpretation provided by	<input type="checkbox"/> Vendors <input checked="" type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation provided in (languages)	<input checked="" type="checkbox"/> Cantonese <input type="checkbox"/> Filipino <input checked="" 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 of Multilingual Staff, by Languages						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
Certified Multilingual Public Contact Employee	44	13	3	3	4	19	0	4
Total Multilingual Public Contact Employee	63	22	5	3	5	25	0	4
All Public Contact	225							

Description (Optional)

Some employees are certified for more than one language, hence number may not add up.

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

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 ?	No
b) Please provide a brief summary of the policy.	<p>DEM will take every reasonable step to ensure timely, accurate, and accessible communications to all individuals regardless of national origin or primary language. When performing public safety functions, members shall provide free language assistance to LEP individuals whom they encounter or whenever an LEP person requests language assistance services.</p> <p>The procedure includes:</p> <ol style="list-style-type: none">1) Identification of primary language2) Direct communication by qualified bilingual staff member3) Translation and interpreter services (if necessary)4) Designation of a Language Access Officer
c) Please upload your department's full Language Access Policy.	No file attached 
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).	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	DEM will take every reasonable step to ensure timely, accurate, and accessible communications to all individuals regardless of national origin or primary language. When performing public safety functions, members shall provide free language assistance to LEP individuals whom they encounter or whenever an LEP person requests language

persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs.	assistance services. The procedure includes: 1) Identification of primary language 2) Direct communication by qualified bilingual staff member 3) Translation and interpreter services (if necessary) 4) Designation of a Language Access Officer
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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) AlertSF emergency and public safety msgs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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)

Excellent

Please explain.

We have the ability to record Chinese, Spanish, Filipino AlertSF emergency telephone messages with in-house and DSW staff at DEM and the Emergency Operations Center.

15. Telephonic Requests for Translation or Interpretation Services

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

If a caller speaks a language other than English, DEM public safety dispatchers determine what language is needed and connects the caller to 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.

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.

Sheriff's Deputies determine what language is necessary and request a DEM staff member to provide interpretation. A staff member then meets with the individual to provide assistance. Video interpretation is also provided through Language Line in lobby.

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.

DEM Public Safety Dispatchers successfully managed 18,807 emergency and non-emergency calls from LEP callers. With the help of a telephonic interpreter, dispatchers were able to coordinate with police, fire, or medical assistance, or provide information.

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 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)

Excellent

Please explain.

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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.	\$58,840.00
2. Telephonic interpretation services provided by vendors.	\$2.18
3. Document translation services provided by	

vendors.	\$3,887.73
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.)	\$0.00
6. Total Language Services Budget (add columns 1-5)	\$62,729.00

18 b. Department's Total Operating Budget

\$96,431,631.00

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	10000
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Description (Optional)

This is an allocation for non-911 telephonic interpretation, document translation, and on-site language interpretation services.