Annual LAO Compliance Report for FY 2019-2020 Assessor Recorder (ASR)

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?
Due to COVID-19, our office transitioned to providing essential services remotely after shelter-in-place-order was announced. To continue to serve LEPs, we updated our email auto-reply, phone line, signage and website to provide multilingual information.	Yes
Provided multilingual presentations on building financial resiliency, including programs on tax savings and ownership transfers, such as the Chinese Real Estate Association, the Assessor's Library Workshop series and the annual Family Wealth Forum.	Yes
Organized the Office's first welfare tax exemption workshop to provide financial benefits to community nonprofits. Though the workshop was conducted in English, many of the community organizations who participated offer direct services to LEPs.	Yes
Engaged with ethnic media outlets, including Chinese, Spanish, and Filipino media, to provide updates and offer information/programs from our office regularly.	Yes
Continued to maintain the multilingual webpages on our website with updated	Yes

translated information. The webpages were redesigned to better organize videos, fact sheets, notices & forms, for the convenience of LEP users.	
Continued to track language needs among our clients through online surveys, Language Line usage, and the public kiosk in our office lobby (before shelter-in-place).	Yes

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

Barriers	**Proposed Solutions**
Our Office's annual signature event serving many immigrant families and seniors – the 2020 Family Wealth Forum (originally scheduled for May, 2020 at Balboa High School) was reprogrammed from in-person services to online due to the COVID-19 outbreak.	We decided to move the event online and continued to provide interpretation in Spanish and Chinese through the online platform.
There is no certified bilingual staff in the Public Service division. Due to DHR restrictions on certifying staff members, we were not able to have staff become certified even if they are bilingual. In addition, the City enacted a hiring freeze in	All Public Service staff are trained to use Language Line services.
(Continued from above) anticipation of budgetary shortfalls.	

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. Organized multiple in-language presentations and provided translated educational materials to support diverse communities on family financial planning. We also engaged with ethnic media outlets, including monthly interviews and column, to provide updates and offer information/programs from our office regularly.
2. Tracked language needs among property owners and business owners through our annual mass mailings and online surveys.
3. Identified Homeowner's Exemption form as the first form for our office to provide form-filling instructions as an alternative as State forms are not authorized for direct translation.
4. .Updated Transfer Tax Affadavit in Chinese, Spanish, and Filipino to reflect the changes in the English form.

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).

New Goals:
1.Continue multilingual outreach efforts to provide support and educational materials to diverse communities , through planning workshops and partnering with ethnic media.
2.Continue to track language needs among property owners and business owners.
3. Update in-langauge content on website, fact sheets, videos, and other materials as needed due to potential changes in state law as a result of office-related state ballot measures.
4. Currently, we are mandated to use State authorized forms for certain property tax related transactions. Our office will continue to advocate for the State BOE to provide translated versions. Meanwhile, our office will explore opportunities to provide in-language form-filling instructions as an alternative for the most commonly requested state forms.

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
34,502	2,746	2,366	15	33	8	262	18	44 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 (#)
Japanese	16
Korean	18
German	1
Ethiopian	1
Armenian	1
Burmese	2
Irish	1
French	1
Italian	1
Quecha	1
Portugese	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				LEP Clients Served at the Facility by Language(#)						
Facility Name/ Location	Total Clients Served at Facility (#)	LEP Clients (#)	% LEP	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		54	45	17	53	19	1	Japanese
Number of Vital Documents		54	45	17	53	19	1	Japanese

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 <u>telephone-based interpretation services</u> 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)
Language Line	384	222	1	33	3	115	4	6	Portugese, Toishanese, and Korean
		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)
9	5	1			3			

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		
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	4	1	1			2		
Total Multilingual Public Contact Employee	4							
All Public Contact	160							

Description (Optional)	In our department, a majority of our staff will have a chance to interact with the public directly due to our office hours duty schedule.

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)
Roberto Ayala-Duran	ASR-Office Assistant	711 Van Ness	Spanish	Yes
Concepcion Vindell	Principal Real Property	711 Van Ness	Spanish	Yes
Vivian Po	Director of Communications	City Hall, Room 190	Cantonese, Mandarin	Yes
Felix Rodriguez	Senior Real Property	City Hall, Room 190	Filipino	Yes

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)
No	Additional bilingual employees in Filipino and Chinese preferred.

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

> The Office prefers to have more staff available who can read, write, speak Filipino and Chinese to help review translations.

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): .
✓	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

> The Language Access liaison provides the Language Access Policy and Glossary as resources for new Public Contact staff, as well as training them on how to utilize Language Line services. However, we continue to look up to OCEIA for additional support.

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
	The Office of the Assessor-Recorder (ASR) values providing equal access to information and services

b) Please provide a brief summary of the policy.	for all people and is committed to serving the residents of San Francisco, including those identified as Limited English Proficient (*LEP*). The ASR's Language Access Policy details the guidelines and procedures to ensure the availability of language access services to our LEP clients. To inform LEP clients of their rights to access language services at the ASR. The policy provides information on: • Language Access Ordinance • Language Access Liaison • Language Needs Data • Language Access Protocols: In-Person Visits, Telephone, Written Translation, Email, Website Maintenance, Media & Public Outreach • Language Access Complaint Procedures • Language Certification
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.	Not first responders.

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).

	LANGUAGE (Mark all boxes that apply)									
CONTENT OF										

RECORDED MESSAGE	CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)
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)

Excellent

Please explain.

Our Office's multilingual voice greetings provide information on office hours and location. After shelter-in-place order issued, we immediately update our voice greetings to reflect the latest information on office closure and services available online and by mail. We also included direct callers to 311, where they can be assisted immediately.

15. Telephonic Requests for Translation or Interpretation Services

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

-Inform clients of the availability of telephonic interpretation services by inquiring what language the clients speak
-Use Language Line
-Direct callers to translations available on our website.

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

See Guidance, Section IV (b)

Adequate

> All staff are trained to use Language Line service. (step-by-step instructions are available for staff to access)
> Translation Glossary is available to support interepretation and tranlation.
> Translated materials are available on our website where staff can direct callers to.

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.

> Advise clients to use the kiosk for preferred language, use language ID cards to identify language, use the Language Line dual handset phone/bilingual certified staff, print or show clients where to find translations on our website's in-language webpages.

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.

> All public contact staff are trained to use Language Line Dual Handset.
> There are two dual handsets at the front counter of the main City Hall office, and another handset is installed at our Business Personal Property division site.
> Translated materials are printed and are available upon requests. Staff can also direct clients to our website.
> Since March 17, 2020, our office has been utilizing telephonic interpretation services because our physical office has been closed for in-person visits during shelter in place.

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	20+ languages on Language Line ID Card

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

See Guidance, Section IV (d)

Adequate

Please explain.

Language ID cards at the front counter with over 20 languages indicated. All public contact staff are trained to use Language Line Dual Handset.

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.	$6,240.00
2. Telephonic interpretation services provided by vendors.	$3,177.84
3. Document translation services provided by vendors.	$0.00
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.)	$0.00
6. Total Language Services Budget (add columns 1-5)	$9,417.84

18 b. Department's Total Operating Budget

$42,101,367.00

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 | 5000 |

Description (Optional)