

# *Annual LAO Compliance Report for FY 2019-2020*

## *Office of Cannabis*

### **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.

<b>Description of Change</b>	<b>Improved Language Access Services?</b>
Sending our LAO liaison to attend LAO training and reporting walk through provided by OCEIA.	Yes
Updated out office's language access policy	Yes
Coordinating with bilingual staff in the office to develop our first ever glossary.	Yes

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

<b>Barriers</b>	<b>Proposed Solutions</b>
Limited budget and resource for language service, especially during the budget constraint in the context of the current pandemic.	Review budget request regarding language service in the next budget cycle.
New staff may not be aware of the responsibilities associated with the Language Access Ordinance.	Disseminate our office Language Access policy and work with OCEIA to schedule an LAO training for our office.

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## 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.

Based on the staff feedback and the administrative and operational changes since the last report, our Language Access policy has been amended to meet needs of the current fiscal year.

- Developed our office's first glossary for translation of key terms of written material and interpretation of meetings. This glossary serves as a starter and will be refined and expanded over time.

### 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).

- After first year of implementation of our Language Access Policy, certain sections of the said policy have been amended based on the feedback from staff and the administrative and operational changes since the last report.
- Continue to refine and expand our glossary.
- Identify documents/ material that should be considered to translate in different 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?

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
6	6	0	0	0	3	3	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	1	1	1		1			
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  <a href="#">Download Blank Excel Template</a>
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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)
N/A		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	
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## 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)
1					1			

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	0
Total Number of LEP Attendees	
Interpretation provided by	<input type="checkbox"/> Vendors <input type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation provided in (languages)	<input type="checkbox"/> Cantonese <input type="checkbox"/> Filipino <input type="checkbox"/> Mandarin <input type="checkbox"/> Russian <input 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
<b>Certified Multilingual Public Contact Employee</b>	1	1						
<b>Total Multilingual Public Contact Employee</b>	4				1	1		1
<b>All Public Contact</b>								

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)
Ray Law	Associate Director	49 South Van Ness	Cantonese and Mandarin	Yes
Nikesh Patel	Associate Director	49 South Van Ness	Gujarati	No
Alexandra Sandoval	Permit Analyst	49 South Van Ness	Spanish	No

Yuliya Iskenderava	Permit Analyst	49 South Van Ness	Russian	No
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Please upload your Roster of Multilingual Employees as an Excel file	Your file is uploaded  <a href="#">Download Blank Excel Template</a>
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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)
No	1 additional employee needed for Filipino

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

Language capacity responsive to the need of our office will be one of our most important components in consideration of future hiring.
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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 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?

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Yes


OOO staff will receive regular training on office language policies and procedures at Office staff meetings on an annual 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 Office of Cannabis is dedicated to communicate with individuals from the general public in an effective and accurate manner. The purpose of this policy is to provide Limited English Proficient (LEP) residents and businesses with timely and effective access to the agency's services and programs, consistent with the access provided to English speakers. All LEP and LEP owned or managed businesses receiving information from the office will be provided free interpretive services by bilingual staff or through the Language Line Interpretation Services (LLIS).
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	No



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.	

## 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)*

Adequate
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**Please explain.**

Our office recorded message includes basic information (such as office hour, basic information about our core function) in Chinese and Spanish.
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## 15. Telephonic Requests for Translation or Interpretation Services

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

Clear guidance on handling telephonic language service requests have been provided to all staff through our language access policy.

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.**

- a. When a LEP individual calls the main phone line (415.554.4420), employees will make an effort to identify the caller's preferred language by using simple questions that may help to ask about the language spoken by the caller.
- b. If the preferred language is identified, the LEP caller can be transferred to the appropriate bilingual staff.
- c. If there are no available staff who speak the appropriate language, the employee should contact Language Line Solutions.
- d. Recorded telephonic messages: the Office of Cannabis has a basic telephonic message about office hours and services. Callers are able to listen to this basic message in English, Chinese and Spanish.

## 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.

Clear guidance on handling in person language service requests have been provided to all staff through our language access policy.

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.**

- a. The Office of Cannabis office is located in City Hall. Walk-in visitors can stop by the office during our office hours from 1:00pm to 5:00pm, Monday through Friday. A multi-language sign which indicates interpretation service is available is posted near the entrance so visitors are aware of such service. (NOTE: Office Hour is currently suspended due to the pandemic until further notice)
- b. Visitors that speak any language that is staffed for interpretation in the Department will be connected with

the appropriate employee (Spanish: Alexandra Sandoval; Cantonese and Mandarin: Ray Law; Russian:Yuliya Iskenderava ).

c. If no one is available with proficiency in the language required, staff can utilize Language Line Solutions for interpretation services at 1-866-874-3972.

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 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.

A multi-language sign which indicates interpretation service is available is posted near the entrance so visitors are aware of such service.

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
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	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.	\$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)	\$0.00

## 18 b. Department's Total Operating Budget

\$927,589.00

## 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	0
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Description (Optional)

<p>The projected language service budget is currently \$0. But it will be allocated as needed.</p>
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