

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

## *Rent Board (RNT)*

### **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>
Planning stages of creating a robust, VOiP, user-friendly call center for the department that focuses on access to immediate assistance in the four mandated languages.	Yes
COVID-19 related signage in four languages.	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>
Front counter closed due to COVID-19 pandemic and Shelter-In-Place order, unable to assist customers in person	Creation of a robust, user-friendly call center that focuses on access to immediate assistance in the four mandated languages
Front counter closed due to COVID-19 pandemic and Shelter-In-Place order, unable to collect annual survey data from in-person encounters	Collection of annual survey data from phone encounters only


## 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.

The Filipino version of the Rent Board website is now live.  
The Rent Board now has four Spanish-speaking public contact staff.  
Both goals were met 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).

-Rollout of VOiP call center that provides the public with immediate access to assistance in the mandated 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
16,484	2,054	780	26	156	52	832	0	208 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 (#)
Arabic	78
Farsi	26
French	26
Hindi	26
Polish	26
Thai	26

b. If you conducted an annual survey to determine the number of LEP persons who used your department's services (if you checked "b" in #5 above), please provide the dates that the survey was conducted :

From

6/1/2020

To

6/12/2020

Were the Department's public contacts during this time period typical or representative of its contacts during the rest of the year?

no

**Please describe:**

Results are not typical of an ordinary year. Annual survey was delayed until June 2020 due to the COVID-19 pandemic. The off-site call center system used from 3/17/20-6/30/20 during the Shelter-In-Place was a workaround system with reduced functions. Due to office closure, no data was gathered on in-person customer encounters. 7/1/19 - 3/13/20 phone and front counter/in-person encounters appear to have been representative of an ordinary year, but data was not collected during that time.

#### 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								
Number of Vital Documents	700	246	184	2	246	3	19	Amharic, Arabic, Bosnian, Burmese, Cambodian, French, Gujarati, Hindi, Japanese, Korean, Laotian, Mongolian, Portuguese, Thai, Tigrinya, Urdu

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)
Language Line	30	6	2	4	7	4	4	3	Korean, Laotian, Thai

## 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)
0								

Description (Optional)

Front line staff do not interpret for their co-workers, but rather assist customers directly in their preferred language at our front counter if staff have such capacity. Contracted 3rd party vendors interpret at hearings, mediations, and public meetings.

## 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	51
Total Number of LEP Attendees	54
Interpretation provided by	<input checked="" type="checkbox"/> Vendors <input 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 checked="" type="checkbox"/> Russian <input checked="" type="checkbox"/> Spanish <input checked="" type="checkbox"/> Vietnamese <input checked="" type="checkbox"/> Other Japanese, Korean, Portuguese

## 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>	5	3				2		
<b>Total Multilingual Public</b>	8	3		1		4		2

<b>Contact Employee</b>								
<b>All Public Contact</b>	10							


Description (Optional)

Other = Hindi & Toishan. One bilingual public contact employee speaks English, Cantonese & Mandarin, and one speaks English, Cantonese & Toishan. Certification of two new staff has been delayed until FY20-21 due to the COVID-19 Shelter-In-Place.

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.

<b>ROSTER OF MULTILINGUAL EMPLOYEES</b>				
<b>Name</b>	<b>Title</b>	<b>Office Location</b>	<b>Languages (other than English)</b>	<b>DHR Certified? (Y/N)</b>
Elizabeth Chang	Citizens Complaint Officer	25 Van Ness Ave, Ste 320, SF	Cantonese (certified); Mandarin (not certified)	Yes
Jessica Gallegos	Citizens Complaint Officer	25 Van Ness Ave, Ste 320, SF	Spanish	No
Marissa Jimenez	Citizens Complaint Officer	25 Van Ness Ave, Ste 320, SF	Spanish	Yes
Vandnez Lam	Citizens Complaint Officer	25 Van Ness Ave, Ste 320, SF	Cantonese	Yes
Aaron Morrison	Citizens Complaint Officer	25 Van Ness Ave, Ste 320, SF	Spanish	Yes
Ben Ng	Citizens Complaint Officer	25 Van Ness Ave, Ste 320, SF	Cantonese (certified); Toishan (not certified)	Yes
Nick Pagoulatos	Citizens Complaint Officer	25 Van Ness Ave, Ste 320, SF	Spanish	No
Anita	Citizens Complaint	25 Van Ness Ave, Ste	Hindi	No

Pandhoh	Officer	320, SF		
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Please upload your Roster of Multilingual Employees as an Excel file	No file attached  <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)
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

N/A
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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?

Yes
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All public contact staff are trained to use LanguageLine telephonic interpretation services and how to follow protocol for accessing in-house bilingual staff when possible.


## 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><b>Rent Board Policy for Providing Services to LEP Persons</b></p> <p><u>Counseling Line:</u></p> <p>If you get a call from a Limited English Proficient (LEP) person, you will need to find out in which language we can assist them. If the language required is available by a member of staff, determine if a member of staff with that language skill is available and transfer the call to that staff member. If a staff member with that language capability is not available, or if such a language capability is not available within staff, utilize the telephone based interpretation services (Language Line) to communicate with the LEP client.</p> <p><u>Front Counter:</u></p> <p>When a LEP person comes to our office, you will need to find out in which language we can assist them. If necessary, use the signs posted in the lobby area, which allow a person to point to the necessary language. If the language required is available by a member of staff, determine if a member of staff with that language skill is available and if so request assistance from that staff member. If a staff member with that language capability is not available, or if such a language capability is not available within staff, utilize the telephone based interpretation services (Language Line) to communicate with the</p>

	<p>LEP client.</p> <p><u>Complaint Process:</u></p> <p>If a person believes that the department has failed to meet its obligations under the Language Access Ordinance, a person may make a complaint. They may make the complaint be either requesting to speak to a supervisor, they may write the department or they may contact 311. Complaints will be forwarded to a supervisor for investigation.</p>
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 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Services								
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.**

In FY 19-20, the department was in the planning stages of implementing a VOiP call center. This was delayed by the pandemic as staff had to enact a temporary off-site solution to receive calls until the call center was up and running. The call center will allow customers immediate access to assistance in the four mandated languages. including office hours and location, information about programs and services, and will have the ability to speak with staff immediately in three of the four mandated languages, while using an interpreter for the fourth.

## 15. Telephonic Requests for Translation or Interpretation Services

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

Please see numbers 13(b) and 13(c) above.

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.**

Staff follow the procedure.

## 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.

Please see numbers 13(b) and 13(c) above.

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.**

Please see numbers 13(b) and 13(c) above.

## **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 checked="" type="checkbox"/>	Other Amharic, Arabic, Bosnian, Burmese, Cambodian, French, Gujarati, Hindi, Japanese, Korean, Laotian, Mongolian, Portuguese, Thai, Tigrinya, Urdu.

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

***See Guidance, Section IV (d)***

Excellent

**Please explain.**

Public notices regarding availability of language access services are clearly viewable in the front counter area where members of the public are received.

# 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.	\$5,200.00
2. Telephonic interpretation services provided by vendors.	\$366.00
3. Document translation services provided by vendors.	\$6,969.78
4. On-site language interpretation services provided by vendors.	\$26,170.00
5. Other costs associated with providing language access services (e.g., grants, special programs, other.)	\$120,000.00
6. Total Language Services Budget (add columns 1-5)	\$158,705.78

## 18 b. Department's Total Operating Budget

\$9,144,677.00

## 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	195000
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FY 19-20 was usual due to the COVID-19 Shelter-In-Place. Two bilingual staff were not certified due to

Description (Optional)

cancellation of testing in FY19-20 and hearings requiring interpreters were not held for 3.5 months. We expect costs to rise in FY 20-21 and FY 21-22.