

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

## *Planning Department (CPC)*

### **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>
Identified a new Cantonese designated bilingual employee	Yes
Identified a new Filipino designated bilingual employee	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>
The Department's LAO liaison is working with internal teams on streamlining solutions to include specific proposed project descriptions on all public notices.	Working with IT team to see if the platform solution (Accela) for all exports of public notices is capable for other languages.
Providing DHR additional stats/details on the need and justification for having Cantonese and Filipino	Work with OCEIA on ways to get DHR's approval more streamlined when putting in the request.

designated bilingual employee for the Department before a test can be administered.	
DHR's language proficiency test only being administered every so often.	Notifying OCEIA on creating a DHR testing schedule for all LAO employees to reference.

## 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 Department was able to meet one of it's new goals for the 19-20 fiscal year, in addition to all of it's goals on monitoring, tracking, and responding to language access inquiries.

Due to COVID-19, the Department's resources for meeting with OCEIA on it's previous goals did not occur. In addition, due to other higher level projects, the Department's biggest project on identifying and implementing a detailed one sentence on the nature of the development project in all required languages for public notices were put on hold until staff resources became available again.

### 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).

With the new public noticing requirements as outlined in the Department's response to the Mayoral Executive Directive 17-02, the Department will include a detailed one sentence on the nature of the project in all required languages. This will take some effort from the Department's LAO Liaison, IT staff and other planners to identify a platform system and create a process in place so implementing this is consistent across the Department.

In-person/Virtual Interpretation for community events - Connect with OCEIA Language Access Grantee Network and Staff to strategize on how to get LEP communities to show up for Meetings and Outreach events.

Cross Department Project Transfer - Work with OCEIA to devise a smooth transfer of language access expectations and knowledge for multi-department projects

Continue to monitor/track bilingual staff's tracker for translation/interpretation projects.

Continue to respond to interpretation or translation requests within 24 hours.

Continue to provide interpretation or translation requests within 48 hours of date of service.

### 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)

This section reflects the Department's day to day operations as it relates to questions about land use and permit applications at the Planning Information Center.

#### 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

12,000	45	33	0	6	0	5	0	1 Other
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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 (#)
Korean	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	44	15	10		15		4	Portuguese, 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  <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)
Language Line	45	33	0	6	0	5	0	1	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)
0								

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	<input type="text"/>
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Interpreted hearings/meetings	11
Total Number of LEP Attendees	
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 type="checkbox"/> Filipino <input type="checkbox"/> Mandarin <input 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 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>	39	12	5	8	2	11		4
<b>All Public Contact</b>	229							

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)

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)
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 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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Training is provided during the new employee orientation. Overview includes how to use LanguageLine Solutions if the staff is not bilingual and the procedures when translation or interpretation requests come through.
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## 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.	It's the policy of the San Francisco Planning Department to take every reasonable step to ensure timely and accurate communication and access to all individuals regardless of national origin or primary language. Staff will provide free language assistance whenever an LEP person requests language assistance services.
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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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)*

Adequate
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Please explain.

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Since the Department does not provide a direct service, we do not provide information on programs and services.

## 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 LEP individual calls the reception line, they will be directed to our recorded telephonic message to leave a message about the program or project they need language assistance in and a representative from the department will call within 24 hours.

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.**

Continued from a: If a LEP individual calls a planner or our Planning counter, our planners all have the LanguageLine account number and access to conference call LanguageLine to provide assistance over the phone.

## 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.

All requests for translation or interpretation services are directed to the Department's Language Access Liaison. The Liaison will then work with City Language Vendors to fulfill the requests within 48 hours upon availability.

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.**

The Department's Liaison has handled all translation or interpretation requests within 48 hours.

## 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
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**Please explain.**

Signs and notices are available at the main reception.
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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.	\$900.00

2. Telephonic interpretation services provided by vendors.	\$420.53
3. Document translation services provided by vendors.	\$11,422.91
4. On-site language interpretation services provided by vendors.	\$9,194.24
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)	\$21,937.68

## 18 b. Department's Total Operating Budget

\$45,759,300.00

## 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	43416
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Description (Optional)