

Annual LAO Compliance Report for FY 2019-2020

Animal Care and Control

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?
Additional certified and uncertified bilingual staff in multiple divisions within the shelter.	Yes
Translated animal intake forms and foster applications. Now offering forms in English, Spanish and Traditional Chinese.	Yes
Bilingual staff are now using an online tracking log to track Limited English Proficient (LEP) interactions.	Yes
The main shelter phone line offers messages to the public in both English and Spanish.	Yes
Provided OCEIA Language Access 101 Training to Shelter Service Representatives (10/18/19)	Yes

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

Barriers	Proposed Solutions
Certification and pay for bilingual employees continue to be an issue	Some of our bilingual employees need to be tested but DHR has put testing on hold due to the pandemic
Internally it is difficult for staff to comply and routinely	Some staff members are using the online platform to track their information but it is

track their hours.	not consistent.
Due to budget constraints we prioritize forms that are primarily used and translate into Spanish and Traditional Chinese.	At this time, we continue to prioritize forms based on use.

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. Increase public awareness of language access provided by the department (and partner vendors: Language Line and Intergraphics)
2. Increase the availability of documents in multiple languages
3. Add Cantonese/Mandarin to main voice message system. Also, review voice message system for Veterinary Division and Animal Control Officers.
4. Provide additional training to front facing and bilingual staff to ensure they understand the importance of language access translations and interpretations.

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).

1. Continue to certify bilingual staff through DHR's process.
2. Continue to translate SFACC forms and materials.
3. Update voice messages shelter-wide.
3. Provide additional training sessions: refresher of Language Access Ordinance 101, Interpretation for Bilingual Staff and Translation for Bilingual Staff.

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?

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)

During a two week period, SFACC collected LEP data at 3 points of contact: walk-ins, over the phone with shelter service representatives and over the phone with animal control dispatch. The information was collected during the COVID-19 pandemic.

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
38,373	2,462	156	0	208	1	2,071	26	0 Other

Key: CAN = Cantonese
RUS = Russian

FIL = Filipino (Tagalog)
SPN = Spanish

MDRN = Mandarin
VIET = Vietnamese

Please indicate the number of clients served in other languages:

LANGUAGE	LEP CLIENTS (#)

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	To
6/17/2020	6/30/2020

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:

Due to the COVID-19 pandemic, SFACC adjusted services and moved from in-person walk-in services to appointment based. Also, many of our services are being offered through a virtual platform. This year, the information was collected by our Service Representatives and our Animal Control Officers.

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	15	6	0	0	10	0	0	N/A
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  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)
Language Line Solutions	17	6	0	8	0	1	1	0	N/A
Artola, Esperanza	988	0	0	0	0	988	0	0	N/A
Blandon-DeLeon, Martha	138	0	0	0	0	138	0	0	N/A
Bolanos, Nuvia	30	0	0	0	0	30	0	0	N/A
Choy, Judy	17	17	0	0	0	0	0	0	N/A
Lee, Zhao Bing	2	0	0	2	0	0	0	0	N/A
Serrato, Anacani	78	0	0	0	0	78	0	0	N/A

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)

Number of Times Interpretation Provided, by Language
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Total	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
1,192	38	0	6	2	1,128	18	0	N/A

Description (Optional)

This information is estimated based on the 2 week survey calculation.

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	1
Total Number of LEP Attendees	1
Interpretation provided by	<input type="checkbox"/> Vendors <input checked="" 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 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
Certified Multilingual Public Contact Employee	7	1	0	1	0	6	0	0
Total Multilingual Public Contact Employee	13	4	1	1	0	8	0	1
All Public Contact	50							


Description (Optional)

Please note that (2) employees are trilingual. The other language noted is Portuguese. Language certification tests administered by DHR are currently on hold due to the COVID-19 pandemic.

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](#)

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 checked="" type="checkbox"/>	Other method (describe): Ability to translate information specific in our department (e.g. animal related)
<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


Staff have access to the "SFACC Departmental Language Access Policy." OCEIA provided the Language Access Ordinance 101 in October 2019. We plan to schedule the following trainings: Interpretation for Bilingual Staff & Translation for Bilingual Staff.
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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 ?	
b) Please provide a brief summary of the policy.	The San Francisco Language Access Ordinance (LAO) requires that the San Francisco Department of Animal Care and Control (SFACC) creates and maintains an internal language access policy. This document serves as a guide for SFACC's staff. The document is revised on an annual basis.
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 ?	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 persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs.	Bilingual speaking employees will be reserved for translation/interpretation during a fire, natural disaster or working with custody cases.

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
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CONTENT OF RECORDED MESSAGE	(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 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 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)

Needs Improvement

Please explain.

SFACC must identify and record additional telephonic messages in Cantonese/Mandarin and Spanish.

15. Telephonic Requests for Translation or Interpretation Services

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

We have translated our services on the main shelter line to Spanish. We need to include translations for Cantonese/Mandarin. We also need to update the messaging on our Animal Dispatch and Veterinary Service lines.

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

See Guidance, Section IV (b)

Needs Improvement

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.

SFACC staff may find a certified or non-certified bilingual employee. If a bilingual speaking employee is not available, SFACC staff may utilize Language Line interpretation services or reach out to OCEIA.

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.

SFACC is meeting all requests for translation or interpretation services. Staff does need refresher trainings from Language Line and a training/overview on LAO from OCEIA.

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 All languages offered by Language Line

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

See Guidance, Section IV (d)

Needs Improvement

Please explain.

Proper signage is posted in SFACC's lobby but needs to be posted outside in the public waiting areas.

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.	\$7,280.00
2. Telephonic interpretation services provided by vendors.	\$115.00
3. Document translation services provided by vendors.	\$2,500.00
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

\$0.00

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)