Annual LAO Compliance Report for FY 2019-2020 Elections

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?
The Department developed effective multilingual outreach programs to educate voters about the new voting system and new ballot format for contests using ranked-choice voting.	Yes
The Department collaborated with local non-profit organizations who work with some of the most vulnerable or hard-to-reach populations of San Francisco (including LEP populations) to provide information about registration and voting to their constituents.	Yes
The Department revised its poll worker and voting center training materials with the focus on providing effective assistance to LEP voters and protecting voters rights.	Yes

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

Barriers	Proposed Solutions
The Department continues to	

meet and exceed its obligations regarding language access goals, and to expand and enhance tools and services for residents who prefer to receive information in languages other than English.	

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.

Last year, the Department set three language access-related goals: a) to expand multilingual outreach efforts on the new voting equipment its new ranked-choice voting format; b) to revise and enhance polling place materials, including posters and instructional flyers in English, Chinese, Spanish, Filipino, Vietnamese, and Korean; and c) to revise poll worker and voting center training programs to clarify voter rights, particularly the rights of limited-English proficiency (LEP) voters.

The Department has met all three goals as summarized below.

A. Expanded Multilingual Outreach.
To meet the first goal of expanding multilingual outreach efforts on San Francisco's new voting system, the Department implemented five separate strategies.

The first strategy was to collaborate with local non-profit organizations who work with some of the most vulnerable or hard-to-reach populations of San Francisco (including LEP populations) through partnership grants in providing multilingual outreach on the City's new voting system. Under the terms of these outreach grants, all grantees organizations provided outreach in late summer 2019 through Election Day, November 5, 2019.

The second strategy was to create consistent educational materials about the new voting system for use by both the Department's outreach team and its outreach partners. The Department developed a series of new materials that include a detailed digital presentation on RCV, an online RCV practice ballot tool (sfelections.org/practiceRCV), several new pages on RCV (including sfelections.org/new-voting-system and sfelections.org/RCV), educational videos about the new voting system, and an array of print materials about RCV and the new system.

The third strategy was to produce a multilingual public service announcement (PSA) to alert San Francisco residents to key facts about their new voting system. The Department developed PSA, translated into Spanish, Chinese (Mandarin and Cantonese), and Filipino, that highlighted expanded ballot rankings and aired on several local television channels and radio stations. To fully leverage the impact of this PSA, the Department's outreach team coordinated with local media organizations serving audiences who speak languages other than English, broadcasted interviews in English, Spanish, Chinese (Mandarin and Cantonese), and Filipino, and published newspaper articles on the subject of the new

system in English, Spanish, and Chinese.

The fourth strategy was to conduct multilingual demonstrations of the new system throughout the City in which the Outreach team could distribute informational materials and facilitate hands-on practice sessions. One of the primary goals of these multilingual events was to familiarize voters in all of the City's neighborhoods with how to use the expanded ballot rankings. To that end, the Department invited attendees to practice marking RCV ballots, either using a paper demonstration ballot or an accessible ballot-marking machine, both of which simulated voting experiences at polling places. Additionally, the Department produced oversized, dry-erase whiteboard demonstration ballots designed to draw attention to both the new ballot format and the demonstrations, while providing photo opportunities for members of the community to share on social media.

B. Update Translated Polling Place Materials.
To meet the second goal of revising and enhancing polling place materials, including posters and flyers, in Chinese, Spanish, Filipino, Vietnamese, and Korean, the Department created new procedures for its poll workers and voting center staff, advising them to consider three factors when issuing ballots in a primary: party preference, language preference, and residential address. As a result, every in-person voting site in San Francisco was provided with a multilingual sign on the same subject, which explained how to get the correct type of ballot in a presidential primary.

C. Emphasize Voter Rights in Training.
To meet the third goal of revising poll worker and voting center staff training programs to emphasize and clarify voter rights, the Department edited all of the following topics with LEP rights in mind: 1) general guidelines on multilingual and accessible voting resources, 2) setup and operation of voting equipment, 3) processing of standard, vote-by-mail, and provisional voters, 4) security and custody procedures for voted ballots and other vital election materials, and 5) the right of eligible non-US citizens to vote in the City's Board of Education contest.
Consequently, the new poll worker manual includes simplified, step-by-step directions on how to set up the multilingual interfaces of the new voting system, new guidelines for interacting with LEP voters who are using the new system, and freshly translated scripts for poll workers to recite, all written in the plain language recommended by the Center for Civic Design. Finally, the new poll worker manual directs poll workers not to question the eligibility of EDU voters: "Do not, at any point, engage in a conversation about, or question a voter's citizenship or immigration status." To test the practicality of these new instructions, the Department performed several usability tests, both with Department staff and former poll workers. Following this testing and observation, the Department further refined some of the language and images used in the new poll worker manual.

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).

The Department's primary language access-related goals for FY2020-21 are to:
1. Notify City residents about universal vote-by-mail service, safer in-person voting services, and key dates and deadlines for the November 3 election.
2. Increase awareness about the availability of official election materials, including ballots and Voter Information Guides, in English, Chinese, Spanish, and Filipino, as well as the availability of facsimile ballots in Burmese, Japanese, Korean, Thai, and Vietnamese.
3. Expand digital self-help voter tools on the Department of Elections' website.

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)	The Department maintains information provided by voters at registration in its database, Election Information Management System (EIMS).

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
512,321	39,623	28,021	1,347	0	0	7,528	1,355	1372 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 (#)

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

Facility Name/ Location	Total Clients Served at Facility (#)	LEP Clients (#)	% LEP	LEP Clients Served at the Facility by Language(#)						
				CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)
Supervisorial District 1	44,323	3,063	7.00%	2,571	35			152	151	154
Supervisorial District 2	50,627	522	1.00%	313	23			111	10	65
Supervisorial District 3	39,189	4,643	12.00%	4,324	45			169	47	58
Supervisorial District 4	45,561	5,326	12.00%	4,714	63			160	194	195
Supervisorial District 5	52,962	1,698	3.00%	919	54			287	69	369
Supervisorial District 6	44,332	3,473	8.00%	2,348	270			474	244	137
Supervisorial District 7	48,557	2,416	5.00%	1,786	79			329	73	149
Supervisorial District 8	58,150	1,265	2.00%	472	42			683	30	38
Supervisorial District 9	43,706	4,426	10.00%	1,842	190			2,261	92	41
Supervisorial District 10	44,799	5,463	12.00%	3,871	143			1,089	276	84
Supervisorial District 11	40,115	7,328	18.00%	4,861	403			1,813	169	82

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	443	135	134	1	135	13	25	Korean, Burmese, Japanese, Thai
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

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)
Dedicated lines	2,365	1,419	258	0	0	688	0	0	
LanaguageLine Solutions		0	4	0	19	0	13	27	Korean, Arabic, and Thai
		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)

	Number of Times Interpretation Provided, by Language							
Total	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
150	43		20		84		3	Hindi, Russian

Description (Optional)	These numbers represent outreach events at which information was presented in a specific language.

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	☐ 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	26	11	6	5		7	1	
Total Multilingual Public Contact Employee	36	12	8	2		10	1	2
All Public Contact	45							

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 ✔ 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

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): Internal tests to evaluate written proficiency
☐	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 in public contact positions attend a presentation that highlights guidelines for communicating politely

and providing proper assistance to the Department's clients, including those who may prefer to be assisted in a language other than English.

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 Department works diligently to comply with all aspects of federal, state, and local statutes pertaining to minority-language assistance. The Department maintains a comprehensive and accessible language assistance program in all mandated languages which encompasses: • Translation and distribution of materials, including election-specific and polling place materials, and online voter information and tools; • Oral assistance, including in-person, telephone and email assistance and year-round outreach; • Assistance at the polls on Election Day; and • Partnership with community organizations, the media, and interested individuals who provide further input about how to best meet the needs of minority-language communities. The Department continuously evaluates and refines its language access program in order to exceed requirements and promote an informed engaged electorate that reflects the diversity of San Francisco.
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.	In the event of an emergency, the Department will disseminate pertinent information to the City's communities through community contacts and the ethnic media. Additionally, the Department will record a voicemail message stating pertinent information in Chinese, Spanish, and Filipino, will post a notice in each language on its website, and outside the Department's office, City Hall, Room 48, issue a press release, and post information on social media. Polling place changes that may take place before Election Day are announced through quadrilingual postcards and signs posted at the former site, directing voters to the relocated site.

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)						Other (specify)
	CAN	FIL	MDRN	RUS	SPN	VIET	
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.

> Messages are available in all required languages and contain detailed information on office hours, location, etc. Main message system includes multilingual prompts.

15. Telephonic Requests for Translation or Interpretation Services

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

> The Department maintains dedicated year-round telephone lines to provide multilingual services in Cantonese, Mandarin, Spanish, and Filipino. Additionally, the Department contracts with LanguageLine Solutions for assistance in other languages.

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.

> Department staff in public contact positions attend a presentation that highlights guidelines for communicating politely and providing proper assistance to the Department's clients, including those who may prefer to be assisted in a language other than English. Additionally, employees have been trained on how to provide language assistance via interpreters through LanaguageLine solutions.

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.

> Staff fluent in Cantonese, Mandarin, Spanish, and Filipino, are available in addition to the Department's utilizing interpreters through LanguageLine solutions. Assistance is always provided in a timely manner.

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.

> The Department employs permanent bilingual staff and seasonal bilingual personnel during the months leading up to Election Day dedicated to providing in-person assistance. Assistance is available at all times and provided by trained staff.

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

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

See Guidance, Section IV (d)

Excellent

Please explain.

> The Department employs permanent bilingual staff and seasonal bilingual personnel during the months leading up to Election Day dedicated to providing in-person assistance. Assistance is available at all times and provided by trained staff.

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)

	FY 2019-2020

Language Access Services	Actual Expenses
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	$41,614.00
2. Telephonic interpretation services provided by vendors.	$212.00
3. Document translation services provided by vendors.	$483,463.00
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.)	$5,635,738.00
6. Total Language Services Budget (add columns 1-5)	$6,161,027.00

18 b. Department's Total Operating Budget

$26,588,861.00

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 3125600

Description (Optional)

The Department's language access expenditures fluctuate based on the number and type of elections scheduled in a fiscal year.