Annual LAO Compliance Report for FY 2019-2020 Mayor's Office of Housing and Community Development

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?
MOHCD continued our language translation of documents, including translation beyond the mandated languages based on community needs.	Yes
MOHCD partnered with CBOs with language expertise when correct translation of key technical terms is in doubt.	Yes
	Yes

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

Barriers	Proposed Solutions
Within one language, there may be generational differences in how certain words are used or translated.	We welcome OCEIA's expertise in this matter.
Neighborhood-based community forums with	We welcome OCEIA's expertise in this matter.

simultaneous translation in multiple languages is quite challenging.	

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.

> Our previous year's goals were: (1) Work with community-based service providers to create a dictionary of common terms. (2) Identify qualified community based organizations to potentially provide translation and interpretation services.
>
> For goal 1, by the time we got through all of our community hearings and were ready to work on common terms, we all started working remotely and we didn't have an opportunity to work with providers. For goal 2, we did not have budget available to give to CBOs for this additional type of work given COVID-related budget reductions and re-prioritization.

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) Work with community-based service providers to create a dictionary of common terms.
> (2) Expand our CBO portfolio to create a broader range of language skills within our grantees who can potentially assist in translation if they have capacity. New language capacity available for the first time to include Cambodian, Lao, and Mayan.

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)	MOHCD conducted a staff survey to estimate LEP interactions with members of the public before and during the COVID-19 stay-at-home order. Below are annualized estimates based on interactions before COVID-19.

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
	2,970	660	12	540	0	1,758	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 (#)

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

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:

Our survey was conducted during the stay-at-home order and asked employees to estimate how many monthly LEP interactions they had of various types before COVID-19 and during the stay-at-home order. We are unable to provide a total client number, only LEP estimates. We did not from our survey that LEP services decreased dramatically during the stay-at-home order. In addition to not providing any in-person LEP interactions, our phone, email and document translations also decreased during the stay-at-home order.

The numbers above do not include LEP users of our DAHLIA website for housing information and application. Via DAHLIA, we received the following applications for housing from 7/1/19 through 6/30/20:

Chinese - 3,576
English - 27,856
Filipino - 32
Spanish - 4,086

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	75	75	75		75			
Number of Vital Documents	75	75	75		75			

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 <u>telephone-based interpretation services </u>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 Services	179	98	0	41	4	19	9	8	
		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)
660	168		132		360			

Description (Optional)	Annual estimates, based on pre-COVID services.

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	0
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	1					1		
Total Multilingual Public Contact Employee	26	7	3	4		12		2
All Public Contact	100							

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)

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): The department confirms our multilingual employees adequately assist LEP individuals.
☐	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

We provide training on Language Access policies and the use of the telephone interpretation and video access to all public contact staff at our front desk.

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 Mayor's Office of Housing and Community Development Language Access Policy is to be used as a resource for MOHCD staff on how to service Limited English Proficient (LEP) individuals who come into contact with the office. Policies and procedures are defined in the Policy in order to facilitate meaningful access to MOHCD's programs and services for LEP individuals.
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?	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.	1. When a walk-in client enters the office, the employee at the front desk will determine the language the client needs help in and provide assistance using the following steps: Identify the language required using a "Language Services Public Sign", or by asking the client what language they speak. 2. If the client speaks any language that is available in the Department, the employee at the front desk can contact the staff member to provide language assistance. 3. If no one is available with proficiency in the language required, then the office will contact Language Line Solutions to provide interpretation services. • Dial - 1-866-874-3972 and provide the representative with our six digit client ID number 501747.

- Press 1 for Spanish or Press 2 for all other languages, at the prompt say the name of the language you need. If you need help identifying a language
- Press O or stay on the line for assistance.
- When the call is connected, tell the interpreter what you need to accomplish on the call and proved any specific instructions. Use the dual headset so that both employee and client can head the interpreter.

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	✓	✓	✓	☐	✓	☐	☐	
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.

The department has a basic telephone message about office hours and services. Callers are able to listed to the basic message in English, Chinese, Filipino 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.

> Please refer to our department 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.

> Over the telephone translation available through Language Line Solutions or through multi-lingual staff.

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 refer to our department 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.

> We have a Language Line public sign that contains 20 languages that LEP individuals can point to in order to indicate their primary language. Adequate multi-lingual staff is available for in-person translation and over the phone translation is available through Language Line Solutions.

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.

We have Language Line public sign that contain 20 languages that LEP individuals can point to in order to indicate their primary language.

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.	$0.00
2. Telephonic interpretation services	

provided by vendors.	$900.00
3. Document translation services provided by vendors.	$8,000.00
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

$316,000,000.00

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 10000

Description (Optional)