

Annual LAO Compliance Report for FY 2019-2020

Board of Supervisors (Clerk)

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?
Provided ongoing review and maintenance to Board of Supervisors departmental Language Access Policy	Yes
Provided ongoing review and maintenance of BOS website with LAO interpretation and translation information	Yes
Provided ongoing review and maintenance of outgoing messages. The Board's main office phone line after hours outgoing message is interpreted in Chinese, Spanish & Filipino.	Yes
Provided remote language access to Board proceedings and remote support to LEPs. Hosted virtual office hours during COVID-19 state of emergency and provided interpretation access upon request. Updated public accessibility disclaimers on website.	Yes

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

Barriers	Proposed Solutions
Availability, cost, and/or overhead by BOS and OCEIA for coverage of	Provide disclaimer on agenda and announcements during Board proceedings that guaranteed public comment will be

Board and Committee proceedings outside of regular business hours	provided until 7pm. Additional budgetary and labor considerations to be discussed by department re: after hours coverage during budget season
Availability and cost of outside interpreters for LEP's during public proceedings are cost prohibitive due to hourly minimums. Attendance by members of the public/LEP's may be unpredictable; language needs may be on short notice.	Propose that OCIEA/OCA develop a Citywide prequalified list of outside interpreters, with priority preference to vendors that do not require hourly minimums to reduce inefficiencies and costs to the City
Availability of evening interpretation support for coverage Board and committee proceedings	BOS would like to explore the possibility of a flexible schedule for OCEIA staff to accommodate evening coverage of Board and Committee proceedings

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.

It is the policy of the Board of Supervisors to provide language interpreting services at Board and Committee meetings, where requests are received 48 hours in advance of meetings to help ensure availability. The Board seeks to provide interpreters at each of its regular meetings and all meetings of its committees for each language requested (typically Chinese, Spanish, and/or Filipino), where the interpretation is necessary to enable San Francisco residents with limited English proficiency to participate in the proceedings. The Clerk of the Board worked closely with OCEIA to gain clarity on benefits to being certified staff, address bilingual staffing need, coordinate education and training, and address utilization of interpretation services.

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).

It is the policy of the Board of Supervisors to provide language interpreting services at Board and Committee meetings, where requests are received 48 hours in advance of meetings to help ensure availability. In consideration of the Local state of Emergency due to COVID-19 and issued Shelter in Place Health order, language services for FY 2020-2021 will primarily be provided remotely.

The Board seeks to provide remote interpreters at each of its regular meetings and all meetings of its committees for each language requested (typically Chinese, Spanish, and/or Filipino), where the interpretation is necessary to enable

San Francisco residents with limited English proficiency to participate in the proceedings. The Clerk of the Board worked closely with OCEIA to gain clarity on benefits to being certified staff, address bilingual staffing need, coordinate education and training, and address utilization of interpretation services.

As a long term goal - subject to approval, funding, and resource considerations - the Office of the Clerk of the Board endeavors to bring on additional City staff for interpretation coverage at all Board and Committee proceedings.

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)

Sum of LEP intake data, which includes the Office of the Clerk of the Board, its divisions, and individual district offices. Department (BOS) is located in City Hall

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
50,000	1,702	994	12	0	1	695	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 (#)
Chinese	994
Spanish	695
Filipino	12
Russian	1

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)
City Hall & Virtual	50,000	1,702	3.40%	994	12		1	695		

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	19	9	5		5			
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)
Telephonic & Virtual	426	289	3	0	1	174	0	0	
		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)
1,235	705	9			521			

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 Interpreted hearings/meetings	67
Total Number of LEP Attendees	1,702
Interpretation provided by	<input checked="" type="checkbox"/> Vendors <input checked="" type="checkbox"/> multilingual Employees <input checked="" type="checkbox"/> Other OCEIA, Member(s) of the Board
Interpretation provided in (languages)	<input checked="" type="checkbox"/> Cantonese <input checked="" 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	4	2				2		
Total Multilingual Public Contact Employee	4	2				2		
All Public Contact								

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)
Tracy Gallardo	Legislative Assistant	District 10, City Hall, Room 282	Spanish	Yes
Paul Rodriguez (Paul Monge)	Legislative Assistant	District 9, City Hall, Room 274	Spanish	Yes

Jennifer Li	Administrative Assistant	District 9, City Hall, Room 274	Chinese	Yes
Natalie Gee	Legislative Assistant	District 10, City Hall, Room 282	Chinese	Yes

Please upload your Roster of Multilingual Employees as an Excel file	Your file is uploaded  Download Blank Excel Template
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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)
No	OCEIA support required for interpretation at Board and Committee proceedings for all languages

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

BOS will continue to coordinate with OCEIA and vendors to ensure coverage at all required Board and Committee proceedings.

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): <u>Feedback from CBO, public, and members of the Board</u>
<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

Special training resources and DHR bilingual certification is made available to all staff, and the LAO policy provides detailed instruction to staff on how to handle LEP interactions.


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>The Language Access Policy is used as a resource for the Office of the Clerk of the Board (COB) staff on how to serve Limited English Proficient (LEP) individuals who come into contact with the office. Policies and procedures are defined in order to facilitate meaningful access to COB's programs and services for LEP individuals.</p> <p>The purpose of the policy is to ensure that LEP clients of COB are able to access, understand, and participate in COB programs and services. Ensuring public access to Board and Committee proceedings is a core function of COB, and we are committed to offering quality language services to the Limited English Proficient population in San Francisco as well as to City Departments.</p> <p>The COB takes language access seriously and strives to find innovative and practical ways to ensure that the public is providing quality language access services in all dealings with our department. The COB provides a requirement of 48 hour advanced noticing to secure language resources and accessibility, however, makes every effort to accommodate in an effort to provide minimal barrier to services.</p>

	The department also publishes outreach noticing in Chinese and Spanish.
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.	Department designates bilingual-competent staff during crisis/emergency situations to ensure business continuity and ongoing service and assistance to LEP's; if staff is not present, the office will contact OCEIA staff or utilize an approved City vendor.

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	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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)

Excellent

Please explain.

Outgoing phone message after hours available in multiple languages; LAO brochure available in multiple languages at front desk.

15. Telephonic Requests for Translation or Interpretation Services

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

See Department LAO Policy. Front desk staff identifies and determines language required, contacts bilingual staff to provide language assistance. If no one is available, identify other methods to communicate i.e. contact LanguageLine interpreter

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.

Operations staff work with identified key points of contacts to respond efficiently and effectively to LEPs.

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.

Internal LAO policy is prepared and available to staff as a resource to efficiently and properly respond to LEPs.

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

See Guidance, Section IV (c)

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Excellent

Please explain.

Internal LAO policy is prepared and available to staff as a resource to efficiently and properly respond to LEPs.

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

Please explain.

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.	\$54.54
3. Document translation services provided by vendors.	\$107.44
4. On-site language interpretation services provided by vendors.	\$2,030.00
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)	\$2,191.98

18 b. Department's Total Operating Budget

\$18,200,000.00

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	5000
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Description (Optional)

The department also coordinates with OCEIA on translation and interpretation services with a common interest in servicing and providing language access to LEPs.