

Annual LAO Compliance Report for FY 2019-2020

War Memorial

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?
Recorded the outgoing message for the department into 4 languages	Yes
Translated COVID Performance Cancellation Information in 4 languages and posted to website and at venues	Yes
All COVID Public Facing Social Distancing Signage in multiple languages	Yes

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

Barriers	Proposed Solutions
LEP Arts Organizations aren't aware of the WM venues and tend to rely on Cultural Centers within their communities to present their work	When COVID permits, we will work with Ethnic Dance Festival and the Cultural Centers to do outreach into the communities using our translated brochures
Venue Application Translation delayed by lack of availability of Booking Staff and City Attorney due to COVID focus	Post-COVID will prioritize the rewriting and approval of the application by the Booking team which happens prior to LAO team's work

50% of War Memorial LAO team on long term loan to the Emergency Operation Center (EOC) so reduced staff time available.	This will solve itself when EOC closes and venues reopen.
War Memorial interface with the public involves presenting performances. Organizations and patrons are prohibited from hosting or attending gatherings due to COVID which makes reaching goals for more LEP use difficult.	

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.

2019-20 Goals:

- Record outgoing phone message in multiple languages. DONE
- Translate Venue Reservation Application into multiple languages. DELAYED BY BOOKING DIV & COVID
- Increase staff knowledge of, and comfort with, using the interpretation services and tools through expanded training. DONE but ONGOING
- Continue to build awareness of the availability of language services for LEP persons. DONE but ONGOING

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).

Goals for 2020-21:

- Add preferred language intake question to application in all languages including English.
- Translate Venue Reservation Application into multiple languages.
- Revise website to have less pdf's and more text that is compliant with text readers and translation software.
- Website attachments, where pdfs are necessary translate into target languages. Goal translate Green Room rules & regs; equipment;
- Staff survey about experience at WM to include questions about how those with foreign accents or who speak a second language at work are treated in the workplace.
- Continue to build awareness of the availability of language services for LEP persons. New signs at front desk and with FOH staff.
- IF COVID permits gathering start outreach campaign to attract LEP performing arts orgs to rent our venues

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)

Counted the total number of presenters/venue renters, including Green Room users, and noted which would have benefited from language services. Next year we will include this data on rental reports prepared by staff.

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

242	23	6	0	1	1	8	0	7
								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 (#)
Japanese	3
Indian (dialect unknown)	2
Korean	2

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

7/1/2019

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?

yes

Please describe:

These numbers include both actual renters July 1, 2019-March 6, 2020 and contracted licensees who were not able to gather due to COVID. This was done for consistency of year over year. Venues only operated 8 months. While the diversity of presenters is remarkably high, the percentage of presenters who are lead by an LEP person, and who thus require language assistance services, is extremely low. This year we included all licensees who spoke another language amongst themselves on site visits. No one requested interpretive services, all had one or many who could communicate clearly in English. Despite having brochures in Spanish, Filipino and Chinese on our website, we did not see an increase in the number of licensees requesting or requiring interpretation or language translation services this year. This report includes Herbst, Green Room, Davies and the Opera House licensees. A client is a licensee. Some licensees use multiple venues. some licensees use the same venue multiple times in a year.

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	5	5	5		5			
Number of Vital Documents	4	4	4		4			

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)
None	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							1	Japanese Stage Operations assistance on numerous occasions to a specific licensee organizations

Description (Optional)

Security officers provide assistance in non-English language occasionally but this is not logged as it is antidotal

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	<input type="checkbox"/> Vendors <input 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 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 of Multilingual Staff, by Languages						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
Certified Multilingual Public Contact Employee	0							
Total Multilingual Public Contact Employee	30	6	2	3	2	6		18
All Public Contact	57							

Description (Optional)


War Memorial staff is a diverse group with many who are multi-lingual. A majority of our staff could be used to translate as we all work on a small campus together and function as a team.

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)
See attached roster				

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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)
No	We lack anyone that speaks Filipino on the administrative staff, though we also had no LEP Filipino organizations rent from us last year.

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

We will rely on Language Line translation and interpretive services when the occasion arises. We have two vacancies which we could hope to fill with folks with language skills, but presently with hiring freeze we will make do with current staff skill.

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 type="checkbox"/>	DHR multilingual certification
<input type="checkbox"/>	External certification process
<input type="checkbox"/>	Other method (describe):
<input checked="" 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


We have provided Language Line training and done role playing exercises with stage crew, ushers and

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 purpose of this policy is to ensure that LEP clients of the War Memorial are able to access, understand, and participate in War Memorial programs and services. LEP refers to those people who have a limited ability to read, speak, write or understand English. All LEP individuals conducting business with, or receiving services from, the War Memorial will be provided free interpretation services by bilingual staff, or in coordination with our language services vendor.
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.	While the War Memorial does not work with clients in crisis, there could be an occasion when an emergency (such as an earthquake) takes place while one or more of the venues is occupied. Fortunately about 75% of the War Memorial's security division staff speak at least one other language. They are all trained in our emergency scenario procedures, including shelter-in-place or evacuation. We would rely on their ability to work together as a team identifying LEP patrons and matching them with security or engineering team members who speak the required language.

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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please describe) Location of Theaters; Lost and Found Information; Offer of translated brochures; Offer of interpretive services; How to purchase a ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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.

Example of SCRIPT (TRADITIONAL) CHINESE

You have reached the offices of the San Francisco War Memorial and Performing Arts Center.

Our office is open from 8 a.m. to 5 p.m. Monday through Friday, except for city holidays.

If you wish to speak with someone in Chinese, please leave a message following this greeting and we will return your call with the assistance of a translator. Please make sure to include the best number to reach

you during weekday business hours.

You can find information in Chinese about renting one of our venues, the calendar of events, directions and transit information, box office information, and our lost and found service on our website: sfwmpac.org. Click on "Select Language" in the upper right part of the page.

To bypass this greeting you may press pound at any time to leave a message for the Receptionist.

The War Memorial Opera House is located at 301 Van Ness Avenue. Davies Symphony Hall is located at 201 Van Ness. The Herbst Theatre, The Green Room, and The Wilsey Center Atrium Theatre and Education Studio are located in the Veterans Building at 401 Van Ness.

The War Memorial does not sell tickets to any events. To buy tickets, please contact the producer of the event directly or refer to the Calendar of Events on our website, sfwmpac.org.

Lost and Found is located in our main office, Room 110 of the Veterans Building at 401 Van Ness Avenue at McAllister Street. Lost and Found hours are 9 a.m. to 4 p.m. Monday through Friday. We are closed on weekends and city holidays. Please make sure we have your lost item in our inventory before coming to retrieve any property.

You may leave a message for the Receptionist after the tone. If you're calling about a lost item please include the following information:

The owner's name

Best weekday phone number

A description of the item

The date the item was lost

The Performance or Event name

And the venue or location where the item was lost.

Thank you for your call.

15. Telephonic Requests for Translation or Interpretation Services

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

The receptionist has been trained to use Language Line interpreters to ascertain which language services are required for LEP clients and visitors.

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.

We get so few requests that even with training we always seem flustered when the need arrives.

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.

Front facing staff such as receptionists, stagehands and security guards have been provided multilingual guides to offer people so they can point to what is needed. They also have lists of who in the department speaks what language.

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.

Service is not consistent and relies heavily on the person skills of the staff member on duty at the time. We get so few requests that even with training we always seem flustered when the need arrives.

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.	\$1,500.00
3. Document translation services provided by vendors.	\$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.)	\$10,000.00
6. Total Language Services Budget (add columns 1-5)	\$12,000.00

18 b. Department's Total Operating Budget

\$15,200,000.00

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	13000
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Description (Optional)

The budget includes the time of the
LAO Lead and the LAO support staff
person.