

Annual LAO Compliance Report for FY 2019-2020

Adult Probation (ADP)

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?
ADP had no changes to strategies and procedures in language access services from prior years. We have continued to ensure that when posted signage or documentation has been updated, the necessary translations are made.	Yes

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

Barriers	Proposed Solutions
ADP has no barriers preventing its ability to achieve its LAO goals	

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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.

Stay in compliance with Language Access Ordinance protocols

- Continue to translate notices and forms into core languages as needed
- Continue to train on Language Access policy for LEP clients and the Bilingual Premium Policy with all staff as needed
- Renew and update posted Language Access information in the reception areas of 850 Bryant Street, the Community Assessment Services Center (CASC), and the Bayview Office, including complaint procedures for violations of this ordinance.

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).

ADP will continue to remain in full compliance with our goal to adhere to city standards for language service to our LEP clients.

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)

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
2,407	178	9	3	1	1	156	5	3 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 (#)
Arabic	1
Cambodian	1
ILO(Iloko)	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.

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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)
HOJ/850 Bryant Street	2,407	156	11.40%	9	3	1	1	134	5	3
CASC/564 6th Street SF	428	24	6.80%	0	2	0	0	22	0	0

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	0							
Number of Vital Documents	0							

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	No file attached  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 Services, Inc.	235	55	0	13	1	125	11	31	Mongolian, Arabic and Japanese
		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)
596	16		10		570			

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	0
Total Number of LEP Attendees	0
Interpretation	<input type="checkbox"/> Vendors

provided by	<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	13	1	1			11		
Total Multilingual Public Contact Employee	25	2	2			21		
All Public Contact	165							

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)
Karyn DeeDee Rodriguez	Principal Clerk	HOJ - 850 Bryant Street	Spanish	Yes
Ann Chan	Clerk Typist	HOJ - 850 Bryant Street	Cantonese	Yes
Yesenia Esquivel	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes
Carmen Ling	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes
Chris Cordero	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Filipino	Yes
Vallerie Villazon	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes
Teresa Dominguez	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes
Kristy Kucera	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes
Giovanni Centeno	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes
Nixon Lazaro	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Filipino	Yes
Viviana Fernandez Strouds	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes
Corina Varela	Deputy Probation Ofcr	CASC - 564 6th Street	Spanish	Yes
Bianca Gomez	Deputy Probation Ofcr	CASC - 564 6th Street	Spanish	Yes
Maria		HOJ - 850 Bryant		

Ocampo	Clerk Typist	Street	Spanish	Yes
Claudia Campos	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Hector Ballesteros	Supervising Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Karla Caramanzana	Supervising Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Paul Cuadra	Supervising Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Cynthia Gusman	Supervising Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Arturo Herrera	Supervising Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Adela Martinez	Supervising Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Lilyana Talavera	Deputy Probation Ofcr	CASC - 564 6th Street	Spanish	No
Edwin Esquivel	Supervising Probation Ofcr	HOJ - 850 Bryant Street	Spanish	No
Monica Wong	Supervising Probation Ofcr	CASC - 564 6th Street	Cantonese	No
Justin Orozco	Deputy Probation Ofcr	HOJ - 850 Bryant Street	Spanish	Yes

Please upload your Roster of Multilingual Employees as an Excel file	No file attached  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)

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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?

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


Training is provided during orientation in which our Language Access Policy is thoroughly explained. This is when our staff receive instructions on how to provide language assistance services to LEP clients.

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>ADP has two written policies related to LEP clients.</p> <ol style="list-style-type: none"> 1. A bilingual premium policy (ADP 2.01.04), last updated in April 2012, outlines the process for employees to serve LEP clients in a certified bilingual position. The policy addresses the processes of certifying a position as bilingual and for reporting time for translation/interpretation services, and is in compliance with San Francisco's Civil Service Rules. 2. A language access policy for LEP clients (ADP 3.06.02), last updated in February 2019, outlines the importance of language services, how to access services when working with LEP clients (either through a certified bilingual staff member or the Language Line Interpretation Services), and how clients can file a complaint if their language needs are not met. The policy is specifically designed to ensure ADP's compliance with the LAO.
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.	<p>While ADP is typically not called out to address crisis or emergency situations, ADP often works with clients who are having housing, mental health, substance abuse, or other similar crises. ADP's role in such situations is typically to refer clients to services/programs that can address the crisis.</p> <p>ADP may also have contact with a victim who is in crisis, though this would typically occur after SFPD has made contact with the victim. ADP staff are also mandated reporters for child, elder, or dependent adult abuse.</p> <p>The above policies on bilingual premium and language access apply to clients in a range of circumstances, and allow ADP to adequately meet a</p>

client's language needs during a crisis or emergency situation.

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 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 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.

The information provided to the clients instructs them when they should call back. It is in Spanish, Cantonese, Mandarin, Filipino, as well as in English.

15. Telephonic Requests for Translation or Interpretation Services

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

APD first utilizes our bilingual staff. If there are no available bilingual staff we make contact with the Language Line for translation and interpretation services.

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.

Telephone calls that require bilingual services are attended to by our bilingual staff. If no bilingual staff is available then we contact the Language Line.

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.

In-person requests for bilingual services are managed by our bilingual staff. If a bilingual staff member is not available at the time, we utilize the Language Line service.

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.

APD provides immediate assistance either by using our bilingual certified staff or the Language Line.

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)

Excellent

Please explain.

LAO publications are posted at the reception window, in the lobby and throughout the department. We have ensured that this information is posted at our CASC and Bayview offices.

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.	\$29,496.57
2. Telephonic interpretation services provided by vendors.	\$1,826.97
3. Document translation services provided by vendors.	\$0.00
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)

\$31,323.55

18 b. Department's Total Operating Budget

\$41,881,466.00

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	35000.00
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Description (Optional)

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