

Annual LAO Compliance Report for FY 2020-2021

Department of Homelessness and Supportive Housing (HSH)

SUMMARY OF COMPLIANCE CHANGES

1.FY 2020-2021

1. Please provide a summary of all language access changes in your Department since FY 2020-2021.

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?
During the COVID-19 pandemic, the Department expanded language services to our LEP clients using the City's COVID-19 Alternative Shelter Program.	Yes
The Department updated our multilingual voicemail to include key information about how to get services.	Yes
The Department increased our language service budget from \$20,000 to \$60,000 during FY 20-21.	Yes
The Department added Website Language Plug Ins for the three threshold languages, so LEP visitors can access our website in their native language.	Yes

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

Barriers	Proposed Solutions
Due to staff turnover and long-term understaffing, the number of certified bilingual employees in the Department decreased by three.	HSH added over 40 new positions to the Department in the FY21-23 budget. As part of this hiring process, the Department will try to recruit / hire more bilingual employees and encourage current

	bilingual staff to become certified bilingual staff.
Due to the Department's expansion of LEP services, the costs of these services are becoming prohibitively expensive.	We will require Department staff to submit translation requests in a timely manner, so we avoid increased rush fees from vendors. Additionally, we increased our LEP budget from \$20,000 to \$60,000 to meet the expanded LEP needs of the Department.
The Department didn't have the technical capacity to provide interpretation service for the three threshold languages over a video conference public meeting.	The Department upgraded our technology in August 2021. We now have a Zoom line with the capacity to do interpretation in various languages for up to 1,000 people. We have done this for public community meetings and we are working on it for LHCB meetings.

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.

1. Department staff started tracking interactions with LEP clients by utilizing the LEP interaction log.
2. Due to changes in staffing, the department was not able to meet our goal of increasing certified bilingual employees.
3. The Department's reception staff was provided with training and tools (i.e. language line and Interpretation Services Available hand outs), so LEP clients and visitors can access language services.

3. Goals for Fiscal Year 2021-2022

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2021-2022 (bullet points).

1. Increase the number of certified bilingual employees within the department.
2. With the return to in-office work at 440 Turk and the department's significant staffing increases and expansion of programs, continue to streamline our language access systems and provide more regular LAO training to staff.
3. Continue to improve auto translate on our website by reducing the reading level of our content in line with San Francisco Government accessibility standards and investigating options for manual translation of key terms.

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 2020-2021?

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)

This number reflects the total number of clients added to the ONE System, our main database that stores most client information, in FY20-21.

6. Number of LEP Persons who Used Department's Services During FY 2020-2021

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2020-2021:

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
5,908	1,171	25	32	8	11	685	12	398 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 (#)
Data not collected	335
Arabic	19
Client doesn't know	9
Client refused	7
Samoan	4
French	4
Amharic	3
Korean	3
Portuguese	4
Ilpoca	1
Hmong	1
Cambodian	1
Somali	1
Navajo	1
Swedish	1
Japanese	2
American Sign Language (ASL)	1
Tigrinya	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)
ONE System	5,908	1,171	19.82%	25	32	8	11	685	12	398

IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2020-2021

		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 2020-2021(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)
315	59				256			

Description (Optional)

HSH provided training to our certified bilingual staff in the utilization of the LEP Client Interaction Log, so we can track in-person interpretation services in FY 20-21.

10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2020-2021? 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	<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
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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	5	1				4		
Total Multilingual Public Contact Employee	5	1				4		
All Public Contact								

Description (Optional) Due to staffing changes, the Department's certified bilingual staff decreased to 5 in FY 20-21.

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			
			DHR

Name	Title	Office Location	Languages (other than English)	Certified? (Y/N)
Josue Mejia	2587 Health Worker III	2176 Mission Street	Spanish	Yes
Edgardo Esparza	2587 Health Worker III	238 Eddy Street	Spanish	Yes
Winnie Kwong	2587 Health Worker III	238 Eddy Street	Cantonese	Yes
Alexa Gutierrez	2587 Health Worker III	520 Jones St	Spanish	Yes
Tiffany Quong	2587 Health Worker III	730 Eddy St	Spanish	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 2020-2021 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	The department needs more Cantonese and Filipino speakers. In the interim, staff continue to utilize Language Line for LEP needs.

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

HSH plans to use Language Line and other contractors to meet LAO requirements. The Department is working to identify more staff interested in becoming certified multilingual employees.

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


The Department held a training during the FY 20-21 regarding the LAO requirements at one of our All Staff meetings. Language assistance services were discussed and materials were distributed to HSH staff.

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 policy covers how The Department of Homelessness and Supportive Housing staff will provide services and information to Limited English Proficient speakers. Please contact LAO Liaison, Cordell Thompson, to access supporting appendix documents.
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.	The Department has certified bilingual employees that work within our adult housing program, which serves adults who formerly experienced homelessness. Residents may experience a variety of emergencies, including domestic violence crises or mental or physical health crises. If LEP clients are in crisis, HSH's bilingual staff are trained to respond to these situations. Additionally, several members of the Homeless Outreach Team (contractors from Heluna Health) have Spanish language capacity and can engage with unhoused clients experiencing crises.

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 type="checkbox"/>	<input type="checkbox"/>	<input 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 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.

The department provides essential information related to homelessness and housing resources in all threshold languages on our recorded telephonic message. Since our office is currently closed due to the COVID-19 pandemic, HSH does not offer office hours and location as part of our message.

15. Telephonic Requests for Translation or Interpretation Services

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

Our procedure is included in the office 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)

Adequate

Please explain.

HSH staff that have City cell phones are able to use Language Line to provide interpretation services to clients over the phone. In addition, contracted non-profit provider partners have access to these services from service/program locations.

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.

Our procedure is included in the office 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)

Adequate

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Please explain.

Due to the Covid-19 pandemic, fewer staff have in-person interactions with clients. However, our Certified Bilingual Public Contact Employees continue to work in our HSH Hotels, providing in-person services. In FY 20-21, HSH staff were deployed as Disaster Service Workers to Shelter-In-Place Hotels as well as to the Emergency Operations Center / COVID-19 Command Center. Interpretation and translation services for these sites were provided through the Emergency Operations Center / COVID-19 Command Center.

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.

At our location at 440 Turk, hours of operations are posted at the main entrance in Filipino, Cantonese and Spanish. HSH reception staff has been trained to assist LEP visitors to 440 Turk and direct them to the appropriate bilingual staff or utilize Language Line to communicate with the LEP visitor. We look forward to opening to the public and making improvements to this as needed.

VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

18. Language Services Expenditures in FY 2020-2021

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 2020-2021 Actual Expenses
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$7,140.00
2. Telephonic interpretation services provided by vendors.	\$1,689.36
3. Document translation services provided by vendors.	\$55,143.58
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)	\$63,972.94

18 b. Department's Total Operating Budget

\$852,100,000.00

19. Projected Language Services Budget in FY 2021-2022

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2021-2022 ?

See Guidance, Section V (b)

TOTAL	60000
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Description (Optional)

HSH plans to spend \$60,000 on language access services in FY21-22, but will allocate additional resources if needed.