I. Introduction

This Language Access Plan is a resource for the Department of Homelessness and Supportive Housing (HSH) staff to know and understand how to serve Limited English Proficient (LEP) people who come into contact with the Department. Policies and procedures are included below.

II. Purpose

The purpose of this plan is to ensure that LEP clients of HSH can access, understand, and participate in HSH’s programs and services.

San Francisco Language Access Ordinance - San Francisco is a diverse city with a large immigrant population. The City’s efforts have made it a leader in language access rights and immigrant assistance programs. Language Access became a key priority in San Francisco in 2001 when the City enacted the Equal Access to Services Ordinance (EAS) to ensure the same level of access to services for Limited English Proficient people that was available to English-proficient city residents. In 2009, the Ordinance was amended as the Language Access Ordinance (LAO). Beyond federal and state non-discrimination and language access laws, the LAO mandates key requirements for City Departments to follow to improve the accessibility of services and programs to the LEP population. Key requirements of the LAO include: (1) all City Departments that serve the public must utilize bilingual employees, (2) translate vital materials and signage, and (3) provide oral interpretation at public meetings and hearings upon request. The three certified languages (other than English) are Chinese, Spanish, and Filipino.

As a compliance agency for San Francisco’s LAO and a department that directly serves monolingual, LEP, immigrant, and vulnerable communities, HSH takes language access seriously and strives to find innovative and practical ways to ensure that the Department is providing quality language services to city residents. This departmental Language Access Plan details the practices and measures HSH takes to ensure that its public services are provided in compliance with the LAO.

III. Description of Agency

HSH provides a coordinated system of services for outreach, shelter, and access to various forms of housing for eligible San Francisco individuals and families experiencing homelessness.

HSH Organizational Chart

The most recent version of our Organizational Chart as of June 2022 is submitted with this policy as Appendix A. Please note that the chart is a living document that is updated frequently.
IV. Multilingual Staff

HSH has a diverse staff that has proficiency in multiple languages. Language Access Unit (LAU) language specialists are certified by the Department of Human Resources and have attended Community Interpreters training. For any walk-in or phone calls with LEP people that speak Spanish and Cantonese, people should be directed to HSH’s LAU language specialists that work on site at the location where the client called or walked in.

<table>
<thead>
<tr>
<th>Language Access Unit Staff</th>
<th>Language</th>
<th>Phone Number</th>
<th>DHR Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winnie Kwong</td>
<td>Cantonese</td>
<td>415-345-0995</td>
<td>Yes</td>
</tr>
<tr>
<td>Megan Smith</td>
<td>Spanish</td>
<td>415-345-0980</td>
<td>Yes</td>
</tr>
<tr>
<td>Alexa Gutierrez</td>
<td>Spanish</td>
<td>415-674-0761</td>
<td>Yes</td>
</tr>
<tr>
<td>Saira Yturrios</td>
<td>Spanish</td>
<td>415-954-2276</td>
<td>Yes</td>
</tr>
<tr>
<td>Tiffany Quong</td>
<td>Spanish</td>
<td>415-353-5655</td>
<td>Yes</td>
</tr>
<tr>
<td>Edgardo Esparza</td>
<td>Spanish</td>
<td>415-503-4147</td>
<td>Yes</td>
</tr>
</tbody>
</table>

V. HSH Procedures for LEP Client Interactions
1. **Housing Sites:** When a LEP individual needs in-person or telephone interpretation services at one of HSH’s housing programs where HSH staff provides services on site, the public contact staff will:
   a. Identify the language needed.
   b. Request any available LAU staff on site to assist with interpretation.
   c. If no one is available with proficiency in the language required, HSH team members may use Language Line. Using Language Line Solutions is appropriate if:
      i. Staff are unable to locate bilingual speakers of the target language and if the LEP individual is otherwise unable to access a core service provided by HSH.
      ii. The individual is attempting to file a language access complaint (see Section VIII).
   d. Use the procedure outlined in Figure 1 to contact Language Line. All public contact staff should know how to use Language Line. Use of this service is charged to the office per minute used. HSH staff should consult their supervisor prior to using this service unless they are already trained and approved to use Language Line as a public contact staff.
   e. Enter information on the interaction in the tracking log (see Section VII).

2. **Walk-ins to HSH Offices:** Occasionally LEP individuals will come into the HSH office with questions about the work of HSH. When an LEP person enters an office, the staff member at the front desk will determine the language that the client needs help in and assist using the following steps:
   a. Identify the language required using the Language Services Public Sign (Appendix B), or by asking the person what language they speak.
   b. The front desk person can contact the LAO Liaison to identify if there is an available LAU staff member on site to provide language assistance in the requested language. If the LAO Liaison is not available, then front desk staff should contact any relevant LAU staff who are available at the office, according to the roster of LAU staff (see section IV) and based on the language needs of the LEP speaker.
   c. If no one is available at the office with proficiency in the language required, HSH team members may use Language Line. Using Language Line Solutions is appropriate if:
      i. Staff are unable to locate LAU staff on site for the target language and if the LEP individual is otherwise unable to access a core service provided by HSH.
      ii. The individual is attempting to file a language access complaint (see Section VIII).
   d. Use the procedure outlined Figure 1 to contact Language Line. All public contact staff should know how to use Language Line. Use of this service is charged to the office per minute used. HSH staff should consult their supervisor prior to using this service unless they are already trained and approved to use Language Line as a public contact staff.
   e. Enter information on the interaction in the tracking log (see Section VII).

   *Note: In FY2021-22 due to the continued impact of the COVID-19 pandemic, the HSH office is closed to clients and the general public. When the office reopens to the public, the Department will implement these procedures.*

3. **Telephone:** HSH occasionally receives calls from LEP individuals seeking information. All employees who manage the main office line must be familiar with the following protocol:
   a. When an LEP person contacts the main line of HSH, staff should identify the caller’s preferred language by asking what language they prefer to speak. If they understand some English and cannot state their language, try asking their country of origin or other questions that may help.
b. The front desk person can contact the LAO Liaison to identify if there is an available LAU staff member on site to provide language assistance in the requested language. If the LAO Liaison is not available, then front desk staff should contact any relevant LAU staff who are available at the office, according to the roster of LAU staff (see section IV) and based on the language needs of the LEP speaker.

c. If no one is available at the office with proficiency in the language required, HSH team members may use Language Line. Using Language Line Solutions is appropriate if:
   i. staff are unable to locate LAU staff on site for the target language and if the LEP individual is otherwise unable to access a core service provided by HSH.
   ii. the individual is attempting to file a language access complaint (see Section VIII).

d. Use the procedure outlined in Figure 1 to contact Language Line. All public contact staff should know how to use Language Line. Use of this service is charged to the office per minute used. HSH staff should consult their supervisor prior to using this service unless they are already trained and approved to use Language Line as a public contact staff.

e. Enter information on the interaction in the tracking log (see Section VII).

**Recorded telephonic messages:** The Department has a basic telephone message on our main phone line about our services. Callers can choose to listen to this message in English, Chinese, Filipino, or Spanish. If the caller leaves a recorded telephonic message, staff managing the voicemail will inform the Language Line interpreter that the department has received a recorded telephonic message in a specific language. Once the message has been interpreted, ask the Language Line interpreter to phone the caller and provide interpretation services over the phone. If the caller does not answer, please have the interpreter leave a voice message with the HSH’s return contact information and reason for the call. If the caller calls back, the public contact staff will use Language Line as needed.

4. **Email:** The office may receive emails in languages other than English. All general emails come through dhsh@sfgov.org.
   a. Employees who check the general office email account should send all non-English messages to the LAO Liaison.
   b. As needed, the LAO Liaison will identify the language of the non-English messages and will send it to the appropriate certified bilingual employee, if available, for translation.
   c. If a LAU staff is not available in-house to translate, the LAO Liaison will identify another solution to translate and respond to the message in a timely manner.

5. **Events:**
   a. Interpretation at public meetings and community events: Contact the department’s LAO Liaison to determine need and set up for interpretation services.
   b. Staff may be asked provide language assistance at community events sponsored or co-hosted by HSH. Any expectation of language assistance will be discussed prior to the event.

6. **Other:** For other scenarios where staff are in the field and no present bilingual staff speaks the language required by the LEP person, use Language Line. Use of this service is charged to the office per minute used. HSH Staff should consult their supervisor prior to using this service unless they are already trained and approved to use Language Line as a public contact staff.
VI. Tracking LEP Client Interactions

All public-serving Departments are required to submit an annual LAO Compliance Plan based on data collected during the prior fiscal year. The Compliance Plan must include data on the number of LEP people who used the Department’s services. HSH will use the following data collection methods:

1. All walk-ins, calls, or emails from LEP individuals should be logged by front desk staff, staff who answer phone calls from the main line or bilingual staff that is asked to assist a LEP caller or walk-in on the online form. All public contact staff should bookmark this link on their computers.
   a. Front desk/Admin staff should log the interaction in the Google form if it is a simple interaction that does not involve other staff members.
   b. If the client is referred to bilingual staff in the LAU, the LAU team member should fill out the Google form and submit information required by the form, taking care not to include protected health information.
   c. For calls or walk-ins that required the use of Language Line, the staff member that helped facilitate the interpreted call should log the interaction.

The Language Access Liaison consolidates these form responses into the LEP Interaction Log (Appendix C).

2. The LAO Liaison maintains records of all translations and interpretations carried out by the LAU and vendors. These records include data on the number of hours of assistance provided and the number of LEP individuals who receive interpretation services at public meetings, outreach activities, and other events.

VII. Informing the Public

HSH uses signage to inform the public about available language services:
1. At HSH’s main office front desk entrance there is a Languages Services card that LEP people can use to indicate their preferred language (Appendix B).

2. Language Services Cards are used at interpretation events and are placed prominently on and around the table where interpretation equipment is distributed.

VIII. Complaints

HSH is responsible for collecting, investigating, and resolving all complaints regarding alleged violations of the San Francisco Language Access Ordinance. Complaints can be submitted to the Office of Civic Engagement and Immigrant Affairs (OCEIA): in person or mailed to 50 Van Ness Ave, San Francisco, CA 94102; by fax to 415-581-2351; by calling 415-581-2360; or by emailing language.access@sfgov.org.

If a client seeks to submit a complaint through HSH, the Department will collect all relevant information and pass the complaint to OCEIA. Upon receiving a complaint, HSH staff should take the following steps:

1. Walk-in: If a person walks in to make an LAO complaint, the staff member at the front desk or housing site shall assess if bilingual assistance is needed.
   a. If the complainant needs language assistance, an available member of the LAU team on site shall be called. The staff member will ensure that the form is filled out completely.
   b. If HSH is unable to locate an LAU staff on site for the target language, the public contact staff will give the complainant the choice between:
      i. Using Language Line for interpretation to create the complaint with HSH’s assistance.
      ii. Calling OCEIA at 415-581-2360 to submit their complaint directly to a OCEIA staff person in their own language.
   c. If the complainant completes the form at HSH, the form shall be completed and marked with a “received” stamp and date received. The form will be delivered to OCEIA at language.access@sfgov.org.
   d. If the complainant would like additional information, the staff member at the front desk will contact OCEIA at (415) 581-2360.
   e. **Staff should not make any additional commitments regarding specific outcomes or remedies at this time.**

2. Telephone: If an individual would like to file a complaint by telephone, the public contact staff should contact the LAO Liaison to identify an available LAU HSH staff member on site who speaks the appropriate language. If the LAO Liaison is not available, the administrative staff should transfer the call to any available LAU staff member onsite who speaks the target language.
   a. If an LAU staff person is available:
      i. The LAU staff member should use a blank version of the complaint form in the appropriate language and should orally ask the complainant for the same information that is required on the form. The staff member should not add or omit any information.
      ii. The LAU staff member can let the complainant know that HSH staff may contact them by phone for additional information about the incident, and that the complainant will receive a status update within 30 days.
iii. **Staff should not make any additional commitments regarding specific outcomes or remedies at this time.**

b. If HSH is unable to locate a bilingual speaker of the target language, the public contact staff will give the complainant the choice between:
   i. Using Language Line for interpretation to create the complaint with HSH’s assistance.
   ii. Calling OCEIA at 415-581-2360 to submit their complaint directly to a OCEIA staff person in their own language.

c. If the complainant completes the form at HSH, the form shall be completed and marked with a “received” stamp and date received. The form will be delivered to OCEIA at language.access@sfgov.org.

3. **Email, fax, or mail:** Complaints received through these channels should be immediately forwarded to OCEIA at language.access@sfgov.org.

## IX. Training

1. The Language Access Liaison will present the HSH Departmental Language Access Policy at an annual staff meeting. This short training presents all the basic information that the entire staff needs to know to ensure that the office is providing meaningful access to services for LEP individuals.

1. Bilingual HSH staff may have opportunities to participate in other training related to language access services. The LAO Liaison will inform staff of potential training opportunities.

## Appendices

**Appendix A** - HSH Organizational Chart (as of June 2022)

**Appendix B** - Language Public Services Sign

**Appendix C** - Interactions Log – Template ([form for data collection linked here](#))

**Appendix D (linked)** - [OCEIA Language Access Complaint Forms](#)
Emily Cohen  
Deputy Director  
Communications and Legislative Affairs  
0953 Deputy Dir II

Deborah Bouck  
Communications/Community Engagement  
1824 Prin. Admin Analyst

Bree-Constance Huffin  
Communication/Community Engagement  
1312 Public Information Officer

Denny Machuca-Grebe  
1312 Public Information Officer

Brynn Miller  
1822 Administrative Analyst

Dylan Schneider  
Legislative Affairs  
0923 Manager II

Jeff Hamilton  
Sunshine/Compliance  
1314 Public Relations Officer

City & County of San Francisco  
Department of Homelessness & Supportive Housing
City & County of San Francisco
Department of Homelessness & Supportive Housing

Dee Rosado-Chan
Deputy Director
Programs
0953 Deputy Director III

Cordell Thompson
1842 Management Assistant

Vacant
Problem Solving and Coordinated Entry Director
0932 Manager IV

Megan Owens
Coordinated Entry
0923 Manager II

Lindsey Slama
1823 Sr Access Point Analyst

Vacant
1824 Principal Admin Analyst

Leslie Bilbro
Family CE 2917 Program Analyst

Michelle Charles
Adult CE 2917 Program Analyst

Elisabet Medina
DV Grant CE 2917 Program Analyst

Vacant

Helen Mergelian
2913 Program Specialist

Julieta Barcaglioni
Prevention
0923 Manager II

Jimisha Baker
Prevention 2917 Program Analyst

Mara Goby
Prevention 2917 Program Analyst

Jasmine Tijerino
Prevention 2917 Program Analyst

Miguel Becerra Alvarez
Prevention 1823 Sr Admin Analyst

Carissa Bess
2913 Program Support Specialist

FY21-22 New Positions

COVID TEX and DSW

05C – HSH Org Chart
Programs – Coordinated Entry/Prevention
June 2022 Update
<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amharic</td>
<td>ኤንኳን ይችላል</td>
</tr>
<tr>
<td>Arabic</td>
<td>يحق لك الحصول على خدماتترجمة فورية دون أي مقابل. يرجى ملئ المعلومة التالية للاتصال بخدمات الترجمة للمتقدم. يرجى منع الترجمة لخدمة المقدم.</td>
</tr>
<tr>
<td>Armenian</td>
<td>Հայերեն</td>
</tr>
<tr>
<td>Cantonese</td>
<td>你享有要求傳譯員免費為你提供傳譯服務的權利。請指出你所需的語言。將為你安排傳譯員。請稍候。</td>
</tr>
<tr>
<td>HaitianCreole</td>
<td>Ou gen dwa a yon entprèt gratis. Tanpri montre nou lang pa w la. N ap réié yon entprèt pou ou. Tanpri ret fann.</td>
</tr>
<tr>
<td>Hebrew</td>
<td>יש לך זכות ה;heightון למתורגמן ולאכ cliente. אומרים לך את התשובה של התורגמן שלך.</td>
</tr>
<tr>
<td>Hindi</td>
<td>आपको बिना कोई शुल्क दिए दुमातिया सेवा पाने का अधिकार है। कृपया अपनी संपत्ति को इंग्रजी की भाषा में दर्शाएं। दुमातिया को बुलाया जाएगा। कृपया पतीक्षा करें।</td>
</tr>
<tr>
<td>Italian</td>
<td>Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</td>
</tr>
<tr>
<td>Japanese</td>
<td>通訳を無料でご利用になれます。該当する言語を指示してください。通訳を手配いたしますのでお待ち下さい。</td>
</tr>
<tr>
<td>Mandarin</td>
<td>您享有要求传译员免费为您提供传译服务的权利。请指出您所需的语言。将为您安排传译员。请稍候。</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</td>
</tr>
<tr>
<td>Russian</td>
<td>Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.</td>
</tr>
<tr>
<td>Spanish</td>
<td>Tiene derecho a pedir un intérprete sin costo alguno. Por favor, señale su idioma. Se va a llamar por teléfono a un intérprete. Por favor, espere.</td>
</tr>
<tr>
<td>Tigrinya</td>
<td>እንኳን ይችላል</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Quy vị có quyền được một thống dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gửi một thống dịch viên. Vui lòng chờ trong giấy lạt.</td>
</tr>
<tr>
<td>Urdu</td>
<td>اپ کی ترجمہ کی خدمات کی مسکنہ بے ہر مال ایک زبان کی طرف اشارہ کیجھا۔ اپ کی ایک ترجمہ کا نظام کی جانگی ہے۔ اپ کی ترجمہ کیجھا۔</td>
</tr>
</tbody>
</table>

50 Van Ness Avenue, San Francisco, CA 94102
Telephone: 415.581.2360 • Facsimile: 415.581.2351 • website: www.sfgov.org/OCEIA • Email: civic.engagement@sfgov.org
**Limited English Proficient (LEP) Individuals who used Department Services: Interaction Log**

This form is intended to keep track of LEP interactions and to assist your Department in completing its annual LAO Compliance Report. Distribute this form among staff in public contact positions. Customize and fill out this form according to your Department needs and services provided. Once this form is completed, please return to LAO Liaison.

An LEP individual is a person who has difficulty speaking, reading, writing, or understanding English because English is not his/her primary language.

LEP Client Interaction Log for the period (i.e., week, month, year): __________________________________________

Department/Agency: __________________________________________  Division/Office: ____________________________________________
LAO Liaison Name: ____________________________________________  LAO Liaison Phone #: ___________________________________
LAO Liaison Email: ____________________________________________

<table>
<thead>
<tr>
<th>Date of interaction</th>
<th>Language (indicate primary language spoken by LEP individual)</th>
<th>How did the LEP individual access services? (e.g. walk-in, by appointment, by phone, etc.)</th>
<th>Language Services Requested</th>
<th>Who Provided Language Services?</th>
<th>Additional Notes Re: Language Access Needs and Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Oral Interpretation in person</td>
<td>Oral Interpretation by phone</td>
<td>Written translation</td>
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<tr>
<td></td>
<td></td>
<td></td>
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