# Annual LAO Compliance Report for FY 2021-2022 Department of Homelessness and Supportive Housing (HSH)

# SUMMARY OF COMPLIANCE CHANGES

## 1.FY 2021-2022

1. Please provide a summary of all language access changes in your Department since FY 2021-2022.

#### 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?
The Department updated the process to	Yes
collect data for the LEP interaction log.	
We now use an online form to collect this	
information.	
The Department expanded the use of our	Yes
Language Line Account to our provider	
partners, so their clients could benefit	
from interpretation services.	
The Department increased our language	Yes
service budget from an estimated \$60,000	
to \$107,328.38.	
The Department upgraded our technology	Yes
in August 2021. We now have a Zoom	
line with the capability to support	
simultaneous interpretation in various	
languages for us to 1,000 people.	

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

Barriers	Proposed Solutions					
Due to the Department's expansion of LEP services, the costs of these services	HSH will continue to explore how to empower provider partners to budget for bilingual staff and interpretation services.					

are becoming prohibitively	
expensive.	
Some of the Department's	HSH expects provider partners to plan and
provider partners did not	recruit for culturally competent staff.
hired an adequate amount of	However, we recognize there are serious
bilingual staff members to	challenges for non-profits to hire and retain
meet the language needs of	staff citywide.
their clients.	
The Department does not	Along with having the provider partners
have the ability to accurately	budgeting for their own interpretation
track the usage of the	services, the Department will require users
Department's Language Line	to track their usage of our account.
account by our provider	
partners.	
There is no way with current	HSH will work with our vendors and
technology to count the	communications teams to think about
number of people using	creative ways to better target our
interpretation services. This	interpretation funding.
may lead to inefficiencies in	
our use of funds for	
interpretation services.	

# 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. Goal to increase number of certified bilingual employees: The number of certified bilingual employees in the Department increased by one.
- 2. Goal to continue to streamline language access systems: The LAO Liaison provided trainings about the new online LEP interaction log twice this year, on top of the regular annual training for all staff. Upon request the LAO liaison provided language access training and answered questions for the Department staff and provider partners.
- 3. Improve website auto-translations translations: The Department used readability tools to bring down the reading level (which directly impacts the quality of machine translations) on several of our key services pages. This work is still in progress.

## 3. Goals for Fiscal Year 2022-2023

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2022-2023 (bullet points).

1. Increase language services budget: HSH is looking into creating a departmental purchase order so we have adequate funding for our language service needs.

- 2. Web accessibility: HSH will create a plan to bring our web content in compliance with the City's Digital Accessibility and Inclusion Standard. This includes bringing down the reading level on auto-translated pages, getting human translations for vital services, and adding accessible features like alt text.
- 3. Maintain and support Direct Service Staff: Retain current bilingual staff and continue trainings to support their work.

# **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?

Vac		
168		

### 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 2021-2022?

### 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 request

Description (Optional)

These figures reflect the total number of clients that HSH served last year who are in the ONE System, HSH's main database that stores most of our client information.

# 6. Number of LEP Persons who Used Department's Services During FY 2021-2022

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2021-2022:

### 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				
26,905	2,850	127	79	29	45	2,294	35	241 Other				

 $\begin{array}{lll} \text{Key: } \text{CAN} = \text{Cantonese} & \text{FIL} = \text{Filipino (Tagalog)} & \text{MDRN} = \text{Mandarin} \\ \text{RUS} = \text{Russian} & \text{SPN} = \text{Spanish} & \text{VIET} = \text{Vietnamese} \\ \end{array}$ 

Please indicate the number of clients served in other languages:

LANGUAGE	LEP CLIENTS (#)
African	1
American Sign Language (ASL)	9
Amharic	12
Arabic	60
Bangla	5
Bosnian	1
Bulgarian	1
Cambodian	2
Czech Republic	1
Eritrean	1
Ethiopian dialect	1
Farsi	2
French	16
Hindi	17
Hmong	1
Hungarian	1
Igbo	2
Italian	3
Japanese	8
Korean	3
Laotian	1
Malinke	1
Mam	3
Maya	1

Mayan/Yucatan	1
Mien	1
Mongolian	7
Navajo	3
Nepalese	1
Nigerian	1
Norwegian	1
other Philippine dialect	1
Persian	3
Polish	3
Portuguese	12
Punjabi	1
Roheinian	1
Samoan	29
Sango	1
Serbian	1
Somali	2
Swahili	1
Swedish	1
Tamil	1
Thai	1
Tigrinya	3
Tongian	1
Turkish	2
Tzeltal	1
Ukrainian	3
Urdu	2
Wolof	1
Yoruba	1
Zulu	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										
	Total Clients	al Clients LEP Clients Served at the Facility by Language								
Facility Name/		LEP Clients								Other
Location	at Facility (#)	(#)	% LEP	CAN	FIL	MDRN	RUS	SPN	VIET	(specify)
ONE System	26,905	2,850	9.44%	127	79	29	45	2,294	35	241

### IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2021-2022

### 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	329	101	85	2	131	2	8	Arabic, Japanese, Korean, Braille
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

# 8. Telephone-Based Interpretation Services

Describe any <u>telephone-based interpretation services</u> used for FY 2021-2022 (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	Total	Total Call V	Total Call Volume by Language						
telephonic	Call								
interpretation	Volume								

services were used?	(LEP Clients)	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
Language Line	642	44	0	13	5	490	8	82	Amharic, French, Punjabi, Tigrigna, Hindi, Arabic, Turkish, Indonesian, Mongolian, Farsi, Japanese
Bilingual HSH Staff	43	14	0	0	0	29	0	0	

# 9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2021-2022(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)

	Numl	oer of Tim	es Interpretatio	n Provided,	, by Langua	ge		
Total	CAN	FIL	MDRN	RUS	SPN	VIET	III	Other #2 (Specify)
260	24				235		1	Japanese

Description (Opti	ional)	
	ionar	

# 10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2021-2022? 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	15
Total Number of LEP Attendees	35
Interpretation provided by	Vendors  multilingual Employees  Other
Interpretation	Cantonese

provided in	Filipino
(languages)	Mandarin
	Russian
	✓ Spanish
	Vietnamese
	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	or Mul	ltilingual Staf	f, by Lang	guages		
	Number	CAN	FIL	MDRN	RUS	SPN	VIET	Other
Certified Multilingual Public Contact Employee	6	1				5		
Total Multilingual Public Contact Employee	6	1				5		
All Public Contact								

Description (Optional)

HSH HR policy requires certified bilingual employees to perform bilingual services consistently and routinely to be eligible for bilingual pay. 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 MULTII	LINGUAL EMPLOY	EES	
Name	Title	Office Location	Languages (other than English)	DHR Certified? (Y/N)
Edgardo Esparza	2587 Health Worker III	2176 Mission St	Spanish	Yes
Winnie Kwong	2587 Health Worker III	238 Eddy St	Cantonese	Yes
Alexa Gutierrez	2587 Health Worker III	520 Jones St	Spanish	Yes
Tiffany Quong	2587 Health Worker III	730 Eddy St	Spanish	Yes
Megan Smith	2587 Health Worker III	238 Eddy St	Spanish	Yes
Saira Yturrios	2905 Eligibility Worker	440 Turk 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 2021-2022 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)
_	To fully comply with LAO requirements using only multilingual employees, HSH

would need certified bilingual employees at our offices.	
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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 currently uses Language Line and other contractors to meet LAO 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?

✓	DHR multilingual certification
	External certification process
	Other method (describe):
	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
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No

The Department held a training in FY2021-22 regarding the LAO requirements at one of our All Staff meetings. Language assistance services were discussed and materials were distributed to HSH staff, including public contact 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

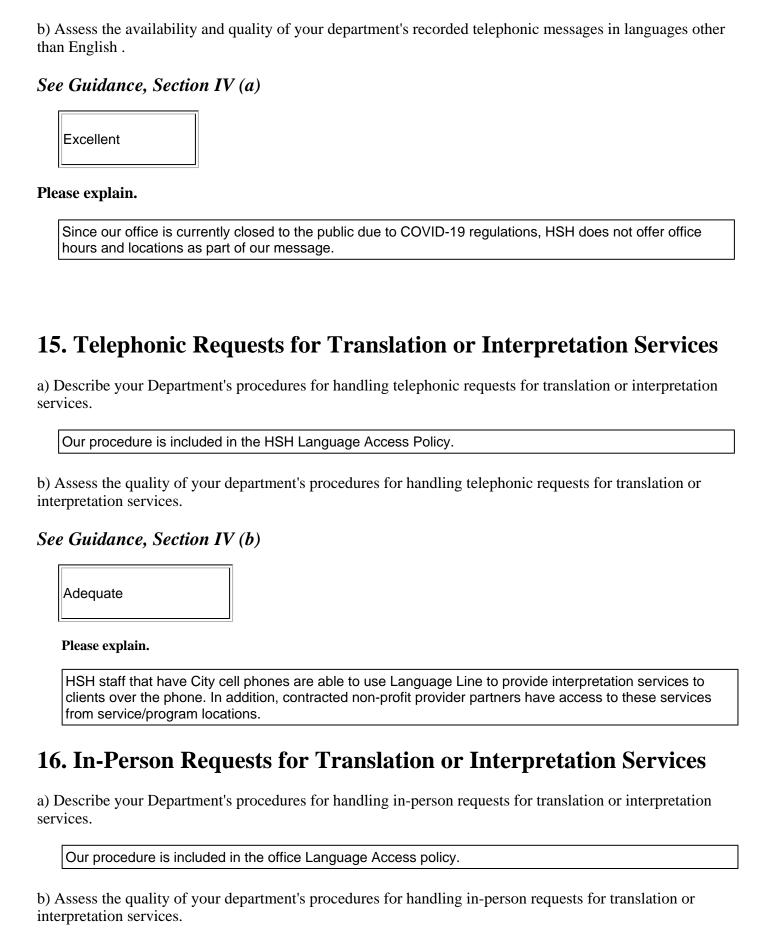
a) Does your department have a written Language Access Policy?	Yes
	The policy covers how The Department of Homelessness and Supportive Housing staff will

policy.	provide services and information to Limited English Proficient speakers.
c) Please upload your department's full Language Access Policy.	No file attached
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. 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. Providers that do not have bilingual abilities can use the Language Line.

# 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	LANGUAGE (Mark all boxes that apply)							
RECORDED MESSAGE	CAN	FIL	MDRN	RUS	SPN	VIET	Oth (spec	
Office Hours and Location								
Information about Programs and Services	✓	×			<b>Y</b>			
Other (please describe)								



See Guidance, Section IV (c)



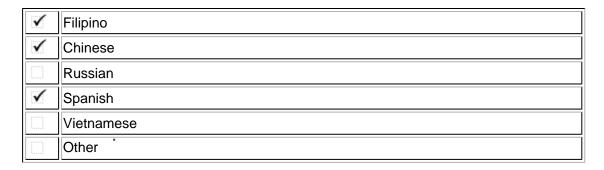
#### Please explain.

Due to the continued impact of the COVID-19 pandemic in FY2021-22, fewer staff had in-person interactions with clients. However, our Certified Bilingual Public Contact Employees continue to work in our HSH Hotels, providing in-person services.

# 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:



b) Assess the quality of your department's public notices of availability of language access services.

### See Guidance, Section IV (d)

Excellent
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#### Please explain.

440 Turk is still not open to the public. When clients come to the office seeking assistance, the HSH Language Access Liaison will speak with the client outside using Language Line. When the office does reopen, hours of operation will be posted in Filipino, Cantonese and Spanish and HSH reception staff will be trained to assist LEP visitors.

# VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

# 18. Language Services Expenditures in FY 2021-2022

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 2021-2022 Actual Expenses	
Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$8,040.00	
Telephonic interpretation services provided by vendors.	\$48,224.29	
3. Document translation services provided by vendors.	\$59,104.09	
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)	\$115,368.38	

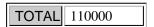
# 18 b. Department's Total Operating Budget

\$667,830,310.00

# 19. Projected Language Services Budget in FY 2022-2023

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2022-2023 ?

### See Guidance, Section V(b)



Description (Optional)

HSH plans to spend \$110,000 on language access services in FY22-23 but will allocate additional resources if needed.