

# *Annual LAO Compliance Report for FY 2023-2024*

## *Department of Homelessness and Supportive Housing (HSH)*

### **SUMMARY OF COMPLIANCE CHANGES**

#### **1.FY 2023-2024**

1. Please provide a summary of all language access changes in your Department since FY 2023-2024.

#### 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?
Increased number of certified bilingual staff at HSH	Yes
Continued annual purchase order's with language agencies we work with.	Yes
Changes in the Homeless Management Information System (HMIS- The "ONE" System) - to better capture language needs	Yes

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

Barriers	Proposed Solutions
Most of HSH's services are contracted out and we work with contractors to support their language access but it is not always consistent. Due to	HSH will continue to explore how to empower provider partners to budget for bilingual staff and interpretation services.

the Department's expansion of Limited English Proficient services, the costs of these services are prohibitive.	
There is no way with current technology to count the number of people using interpretation services at virtual public meetings. This may lead to inefficiencies in our use of funds for interpretation services.	HSH will work with our vendors and communications teams to think about creative ways to better target our interpretation funding.
Due to limitations on funding for language access, we are restricted to the three threshold languages for community meetings and public postings.	We will request additional funding over the year to phase in the most frequently used languages accessed on our website and reported in the ONE System to improve accessibility over time.
HSH staff currently submit requests via email which requires several communication chains and does not automate compliance checks.	We are transitioning to an Asana request form to better track requests and build in checklists for compliance.
HSH's language line number is supposed to be used by HSH staff only, and our contractors are expected to procure their own language access services. However, it is clear based on the invoices that it's being used by contractors but it's unclear by which.	HSH is working to gain insight into the details of our contractors to try to identify who is using HSH's language line and make the transition as smooth as possible.

## 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.

Increase the number of languages provided: The department can better meet our equity goals by offering additional languages, such as Arabic, for which we provide translations and interpretation.

In FY 2023-24, we offered translated materials in Arabic (15), Portuguese (10), Russian (1), and Vietnamese (1) for specific efforts where we knew there was a specific need.

Explore expansion of Bilingual Certified Staff: HSH, particularly the Programs Division, will need to analyze their needs for bilingual speakers. Once this analysis is complete, HSH will work with the staff members to get certified by DHR in bilingual translation to increase equity and accessibility. If the position is vacant, HSH will require it as a special condition for the position. This would also allow us to keep some translation requests in-house and reduce turnaround on requesting translations through third-party agencies.

HSH increased the number of bilingual staff by 5.5x last year.

### 3.Goals for Fiscal Year 2024-2025

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2024-2025 (bullet points).

Working with the budget team to have a firm grasp on the funds we have allocated for this Ordinance. This includes taking a deeper look into contracts and making sure that the right individuals are accessing the services needed for their role.

Increase the number of bilingual staff, ideally with a focus on increasing staff who speak languages aligned with the needs of our population.

Make the process for submitting requests smoother and have more built-in compliance checks by transitioning requests from email to Asana.

Create clear policies and processes for staff to understand how to request and provide interpretation and translation services to Limited English Proficient 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 2023-2024?

*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)

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 2023-2024

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2023-2024:

### *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
31,385	6,274	202	75	95	114	5,247	40	501 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 (#)
African	1
ASL	10
Amharic	14
Arabic	90
Armenian	1
Bengali	2
Burmese	2
Cambodian	2
Cambodian, Vietnamese	1
Chinese (Cantonese)	202
Chinese (Mandarin)	95
Client doesn't know	40

Client prefers not to answer	14
creo	1
Creole	1
Dari	5
Dari Persian	5
Data not collected	190
Dholuo	1
English	24,921
Estonian	2
Farsi	6
Filipino (Tagalog)	75
French	18
Gujarati	2
Hindi	19
Hmong	1
Hungarian	1
Indigenous Language	1
Indigenous Language of Guatemala	1
Indonesian	1
Italian	4
Japanese	10
Khmer	1
Korean	2
Krio	1
Kurdish	10
Laotian	1
Loas	1
Lou	1
Mam	3
Mayan	5
Mong	1
Mongolian	7
Navajo	1
Nepali	5
Nigerian	2
Norwegian	1
other Philippine dialect	1
Persian	8
Polish	1
Polish & German	1

Polynesian	1
Portuguese	19
Puerto Rican	1
Punjabi	5
Russian	114
Samoan	25
Sango	1
Serbian	1
Slovene	2
Somali	1
Spanish	5,247
Susu	3
Tagalog	7
Thai	5
Tigrinya	13
Toishanese	1
Turkish	77
Tzeltal	1
Ukrainian	15
Urdu	7
Uzbek	2
Vietnamese	40
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.

<b>LEP CLIENTS BY COVERED DEPARTMENT FACILITY</b>										
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	31,385	6,274	19.90%	202	75	95	114	5,247	40	501

#### **IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2023-2024**

### **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	149	48	40	1	44	1	2	Portuguese (10) Arabic (15)
Number of Vital Documents	149	48	40	1	44	1		2

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  <a href="#">Download Blank Excel Template</a>
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## 8. Telephone-Based Interpretation Services

Describe any telephone-based interpretation services used for FY 2023-2024 (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							Other #1 (Specify)	Other #2 (Specify)
		CAN	FIL	MDRN	RUS	SPN	VIET			
Language Line	1,987	92	0	70	46	1,315	8	228	Turkish, Arabic, French, Portuguese, Brazilian, Pulaar, Punjabi, Pashto, Toishanese, Farsi, Hindi, Indonesian, Khmer, Ukranian, Dari, Portuguese, Bengali, Japanese	

## 9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2023-2024(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)
852	38		6		808			

Description (Optional)

## 10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2023-2024? 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	10
Total Number of LEP Attendees	
Interpretation provided by	<input checked="" type="checkbox"/> Vendors <input type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation provided in (languages)	<input checked="" type="checkbox"/> Cantonese <input checked="" type="checkbox"/> Filipino <input type="checkbox"/> Mandarin <input type="checkbox"/> Russian <input checked="" type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input checked="" type="checkbox"/> Other      Brazilian Portuguese



# 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
<b>Certified Multilingual Public Contact Employee</b>	11	3		3		8		
<b>Total Multilingual Public Contact Employee</b>	11	3		3		8		
<b>All Public Contact</b>	34							


Description (Optional)

One of our bilingual staff is not a public contact staff. Three of our staff are multilingual and the rest are bilingual.

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)
Alexa Gutierrez	Health Worker III	PBI	Spanish	Yes

Carlos A Juarez	Senior Behavioral Health Clinician	440 Turk Street	Spanish	Yes
Gabriel Castillo	Behavioral Health Clinician	Star Hotel	Spanish	Yes
Josephina (Josie) Najera	Health Worker II	Offsite	Spanish	Yes
Ka Hin (Letty) Cheung	HSA Social Worker	440 Turk Street	Cantonese & Mandarin	Yes
Keng Chu	Administrative Analyst	440 Turk Street	Cantonese & Mandarin	Yes
Maria Ahearne	Health Worker III	440 Turk Street	Spanish	Yes
Marion McFarlin	Health Worker IV	440 Turk Street	Spanish (DPH Certified)	No
Miguel Perdices	Eligibility Worker	440 Turk Street	Spanish	Yes
Moises Vega	Health Worker III	Star Hotel	Spanish	Yes
Vincent Tu	Health Worker III	PBI	Cantonese	Yes
Yaocheng (Eric) Lei	Administrative Analyst	440 Turk Street	Cantonese & Mandarin	Yes
Helen Mergelian	Program Specialist	440 Turk Street	Russian	Yes

Please upload your Roster of Multilingual Employees as an Excel file	Your file is uploaded  <a href="#">Download Blank Excel Template</a>
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b) Assess the number of additional multilingual employees needed in FY 2023-2024 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	If no, indicate the number of additional multilingual employees needed and corresponding language(s)
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meet LAO requirements?	
No	An additional 53 certified bilingual staff. 37 Spanish speaking, 0 Filipino, 9 Cantonese, 7 Mandarin. The department does not have any budgeted public contact staff positions to meet this need.

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 increase our bilingual recruitment within existing HSH staff.

## 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 one training in FY2023-2024 regarding the LAO requirements at 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

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b) Assess the availability and quality of your department's recorded telephonic messages in languages other than English .

*See Guidance, Section IV (a)*

Adequate

**Please explain.**

The HSH office is not a front door to services in the homelessness response system, so we do not prioritize information about our office hours or location in the recorded voicemail.

## 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 HSH 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 are able to use Language Line to provide interpretation services to clients over the phone.

## 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

**Please explain.**

Our department handles in-person requests for translation and interpretation services through multiple mediums. While we have Language Line, contracted agencies, and certified bilingual employees listed as resources. We have improved through increased the amount of bilingual certified staff.

## 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.**

440 Turk has notices and resources available in all threshold languages in our front lobby. Our lobby staff have the knowledge available to them to assist anyone who arrives at our office seeking information. We also have Language Line available to our staff to assist in directing individuals to the correct resources.

## VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

### 18. Language Services Expenditures in FY 2023-2024

Please provide the following information on the annual budget and actual expenses for Language Services provisioning.

*See Guidance, Section V (a)*

<b>Language Access Services</b>	<b>FY 2023-2024 Actual Expenses</b>
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$20,280.00
2. Telephonic interpretation services provided by vendors.	\$22,821.48
3. Document translation services provided by vendors.	\$26,908.20
4. On-site language interpretation services provided by vendors.	\$12,394.50
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)	\$82,404.18

## **18 b. Department's Total Operating Budget**

\$713,293,000.00

## **19. Projected Language Services Budget in FY 2024-2025**

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2024-2025 ?

*See Guidance, Section V (b)*

<b>TOTAL</b>	95000
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Description (Optional)



# HSH Language Access Plan

*Updated September 2023*

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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.

## 1. Purpose

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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, and immigrant communities, HSH takes language access seriously and strives to find innovative, 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.

## 2. Description of Agency

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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 July 2023 is submitted with this policy as Appendix A. The chart is a living document that is updated frequently.

**Agency Contacts:**

SAN FRANCISCO DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING <http://hsh.sfgov.org>  
| 628.652.7700



Shireen McSpadden Executive Director Email: <a href="mailto:shireen.mcspadden@sfgov.org">shireen.mcspadden@sfgov.org</a> Telephone: (628) 652-7743	Gigi Whitley Deputy Director for Administration and Finance Email: <a href="mailto:gigi.whitley@sfgov.org">gigi.whitley@sfgov.org</a> Telephone: (628) 652-7739
Emily Cohen Deputy Director of Communications and Legislative Affairs Email: <a href="mailto:emily.cohen@sfgov.org">emily.cohen@sfgov.org</a> Telephone: (415) 307-3584	Dee Rosado-Chan Deputy Director for Programs Email: <a href="mailto:dee.rosado-chan@sfgov.org">dee.rosado-chan@sfgov.org</a> Telephone: (628) 652-7995
Jordan Hartman LAO Liaison Public Information Officer Email: <a href="mailto:Jordan.Hartman@sfgov.org">Jordan.Hartman@sfgov.org</a> Telephone: (415) 297-6760	

### 3. Multilingual Staff

Language Access Unit (LAU) language specialists are HSH employees that 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 a language that a LAU staff speaks, people should be directed to HSH’s LAU language specialists that work on site at the location where the client called or walked in.

Language Access Unit Staff			
Name	Language	Phone Number	DHR Certification
Megan Smith	Spanish	415-345-0980	Yes



Alexa Gutierrez	Spanish	415-674-0761	Yes
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## 4. HSH Procedures for LEP Client Interactions

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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, when the HSH office is open for public walk-ins, 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).
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).

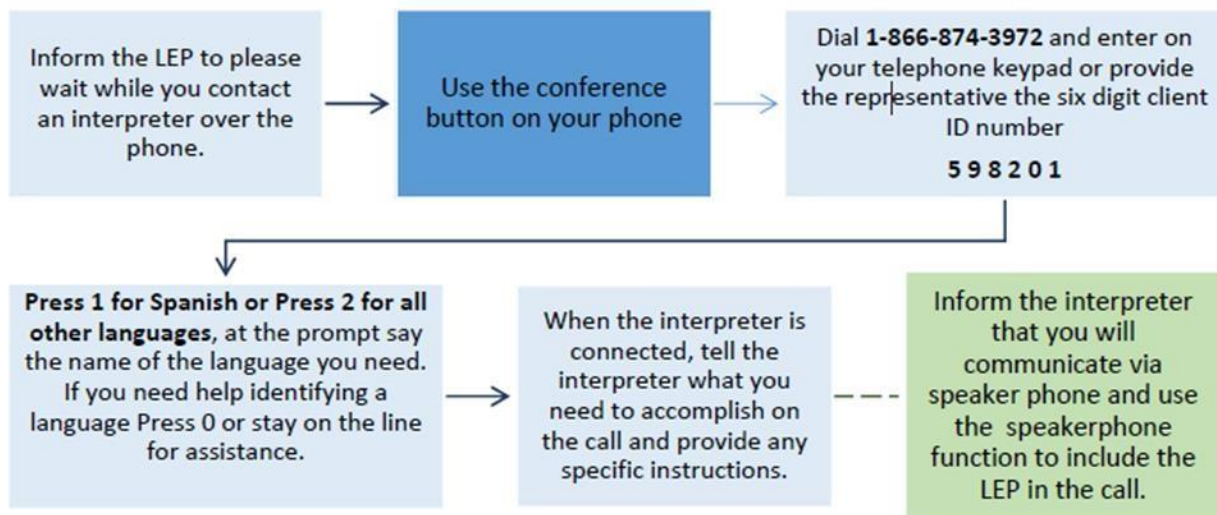
**Recorded telephonic messages:** The Department has a basic telephone message on our main phone line about our services as well as the San Francisco Homeless Outreach Team's main phone line. Callers can choose to listen to this message in English, Chinese, Filipino, or Spanish. If the caller leaves 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](mailto: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.

**Figure 1: Language Line Instructions\***



**\*Numbers are SAMPLE only. Use numbers received in your training.**

## 5. Tracking LEP Client Interactions

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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.

## 6. Informing the Public

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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.

## 7. Complaints

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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](mailto: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](mailto: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](mailto: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](mailto:language.access@sfgov.org).



## 8. Training

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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.
2. 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

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- **Appendix A** - HSH Organizational Chart (as of June 2022)
- **Appendix B** - Language Public Services Sign
- **Appendix C** - Interactions Log – [Form for data collection](#))
- **Appendix D (linked)** - [OCEIA Language Access Complaint Forms](#)

