

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 collect data for the LEP interaction log. We now use an online form to collect this information.	Yes
The Department expanded the use of our Language Line Account to our provider partners, so their clients could benefit from interpretation services.	Yes
The Department increased our language service budget from an estimated \$60,000 to \$107,328.38.	Yes
The Department upgraded our technology 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.	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 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 provider partners did not hire an adequate amount of bilingual staff members to meet the language needs of their clients.	HSH expects provider partners to plan and recruit for culturally competent staff. However, we recognize there are serious challenges for non-profits to hire and retain staff citywide.
The Department does not have the ability to accurately track the usage of the Department's Language Line account by our provider partners.	Along with having the provider partners budgeting for their own interpretation services, the Department will require users to track their usage of our account.
There is no way with current technology to count the number of people using interpretation services. 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.

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?

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 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 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 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

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 (#)
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

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)

Total	Number of Times Interpretation Provided, by Language							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
260	24				235		1	Japanese

Description (Optional)

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	<input checked="" type="checkbox"/> Vendors <input type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation	<input checked="" type="checkbox"/> Cantonese

provided in (languages)	<input checked="" type="checkbox"/> Filipino
	<input type="checkbox"/> Mandarin
	<input type="checkbox"/> Russian
	<input checked="" type="checkbox"/> Spanish
	<input type="checkbox"/> Vietnamese
	<input type="checkbox"/> Other

V. MULTILINGUAL STAFFING AND TRAINING

11. Multilingual Employees

a) How many multilingual public contact employees does your department have, and how many have had their multilingual skills tested and certified by the Department of Human Resources (DHR)? Indicate the language(s) spoken by certified multilingual employees and all multilingual employees.

See Guidance, Section III (a)


	Total Number	Number or Multilingual Staff, by Languages						
		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 MULTILINGUAL EMPLOYEES				
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

No would need certified bilingual employees at our offices.

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?

<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 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
b) Please provide a brief summary of the	The policy covers how The Department of Homelessness and Supportive Housing staff will

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.

Since our office is currently closed to the public due to COVID-19 regulations, HSH does not offer office hours and locations 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 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 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

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:

<input checked="" type="checkbox"/>	Filipino
<input checked="" type="checkbox"/>	Chinese
<input type="checkbox"/>	Russian
<input checked="" type="checkbox"/>	Spanish
<input type="checkbox"/>	Vietnamese
<input type="checkbox"/>	Other

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

See Guidance, Section IV (d)

Excellent

Please explain.

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
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$8,040.00
2. Telephonic interpretation services provided by vendors.	\$48,224.29
3. Document translation services provided by vendors.	\$59,104.09
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)	\$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)

TOTAL	110000
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Description (Optional)

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