Annual LAO Compliance Report for FY 2022-2023 Department of Homelessness and Supportive Housing (HSH)

SUMMARY OF COMPLIANCE CHANGES

1.FY 2022-2023

1. Please provide a summary of all language access changes in your Department since FY 2022-2023.

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 enlisted two agencies to meet the demand of translation and interpretation services and streamline the process.	Yes
The department has shifted to an annual purchase order with language agencies.	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	HSH will continue to explore how to empower provider partners to budget for bilingual staff and interpretation services.

interpretation services. are becoming prohibitively expensive.	
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.

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. The department has reevaluated its telephonic interpretation policy to allocate more funding toward in-person interpretation and translations. To do this the department has elected to reassign the responsibility of telephonic interpretation services to our nonprofit partners.

2. Maintain and support Direct Service Staff: HSH started the year with six bilingual certified staff and we have two bilingual certified staff as of this report's submission.

3. The Department added multilingual options to the San Francisco Homeless Outreach Team's voicemail.

4. The department has increased community coverage by dividing out community engagement and communications work and hiring designated community engagement liaisons. HSH is working to hire a senior-level public information officer who will take a more proactive approach in website maintenance, accessibility, and translation.

3.Goals for Fiscal Year 2023-2024

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2023-2024 (bullet points).

1. 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.

2. 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.

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 2022-2023?

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 2022-2023

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2022-2023:

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
31,954	4,452	202	90	60	116	3,591	35	349 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
Amhariz	1
Arabic	60
Bangla	5
Burmese	1
Cambodian	4
Creole	12
Dari	1
Eritrean	1
Estonian	1
Ethiopian Dialect	1
Farsi	7
Gujarati	2
Hmong	2
Ibo	1
Indonesian	1
Italian	3
Khmer	1
Krio	1
Laotian	1
Malinke	1
Mam	3
Marshalese	1
Mayan/ Yucatan	3
Mixteco	1
Mongolian	6

Mum	1
Navajo	2
Nigerian	2
Norwegian	1
Other Philippine Dialect	1
Persian	6
Polish	1
Portuguese	15
Polynesian	1
Puerto Rican	1
Punjabi	1
Sango	1
Serbian	1
Slovenian	2
Somali	2
Swahili	1
Swedish	1
Tagalog	4
Thai	2
Toi-sanese	1
Tongan	2
Turkish	23
Tzeltal	1
Ukrainian	12
Urdu	3
Wolof	2
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

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	31,594	4,094	12.95%	202	90	60	116	3,591	35	358

IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2022-2023

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	290	89	78	9	100	9	5	Arabic
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 telephone-based interpretation services used for FY 2022-2023 (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							
		CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
Language Line	749	37	2	68	30	466	10	136	Arabic, Creole, Mandarin, Portuguese, Khmer, Korean, Dari, Farsi, Mongolian, Ukrainian,

										Turkish, Pashto, Hindi

9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2022-2023(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)
499	20	0	1	0	478	0	0	N/A

Description (Optional)

10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2022-2023? 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	
Interpretation provided by	☑ Vendors ☐ multilingual Employees ☐ Other
Interpretation provided in (languages)	☑ Cantonese ☑ Filipino ☐ Mandarin ☐ Russian ☑ Spanish ☐ Vietnamese ☑ Other Arabic

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	2					2		
Total Multilingual Public Contact Employee	2					2		
All Public Contact	22							

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)
Alexa	2587 Health			

Gutierrez	Worker III	520 Jones St	Spanish	Yes
Megan Smith	2587 Health Worker III	238 Eddy St	Spanish	Yes

Please upload your Roster of Multilingual Employees as an Excel file	Your file is uploaded ✔ Download Blank Excel Template

b) Assess the number of additional multilingual employees needed in FY 2022-2023 and beyond to meet the requirements of the Language Access Ordinance.

See Guidance, Section III (b)

Is the current number of multilingual employees adequate to meet LAO requirements?	If no, indicate the number of additional multilingual employees needed and corresponding language(s)
No	To fully comply with LAO requirements using only multilingual employees, HSH 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?

✔	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

The Department held two trainings in FY2022-23 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

a) Does your department have a written Language Access Policy ?	Yes
b) Please provide a brief summary of the policy.	The policy covers how the Department of Homelessness and Supportive Housing staff will provide services and information to Limited English Proficient speakers.
c) Please upload your department's full Language Access Policy.	Your file is uploaded ✔
d) Does your department work with clients in crisis or emergency situations ?	Yes
If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other).	other
e) Does your department have a protocol for serving LEP persons in crisis or emergency situations?	Yes
If yes, please provide a brief summary of your Department's protocol for serving LEP	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.

persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs.	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 RECORDED MESSAGE	LANGUAGE (Mark all boxes that apply)							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)	
Office Hours and Location	☐	☐	☐	☐	☐	☐	☐	
Information about Programs and Services	✓	✓	☐	☐	✓	☐	☐	
Other (please describe)	☐	☐	☐	☐	☐	☐	☐	

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)

> Excellent

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 could improve through increasing the number of bilingual employees certified within the department.

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:

✓	Filipino
✓	Chinese
☐	Russian
✓	Spanish
☐	Vietnamese
☐	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 2022-2023

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 2022-2023 Actual Expenses
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	$3,120.00
2. Telephonic interpretation services provided by vendors.	$7,465.22
3. Document translation services provided by vendors.	$83,426.36

4. On-site language interpretation services provided by vendors.	$22,033.76
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)	$116,045.34

18 b. Department's Total Operating Budget

$713,292,581.00

19. Projected Language Services Budget in FY 2023-2024

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2023-2024 ?

See Guidance, Section V (b)

TOTAL 70000

Description (Optional)

HSH plans to spend $70,000 on language access services in FY23-24 but will allocate additional resources if needed.

HSH Language Access Plan

Updated September 2023

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

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

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:

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

4. HSH Procedures for LEP Client Interactions

1. <u>Housing Sites</u>: 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. <u>Walk-ins to HSH Offices:</u> 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. <u>Telephone:</u> 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.

   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

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

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

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

8. 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.
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

- **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

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

Mayor

Homelessness Oversight Commission

See Page 2

Bridget Badasow
Commission Secretary
0922 Manager I

Shireen McSpadden
Executive Director
0964 Department Head IV

Shannon Hisatake
Executive Assistant
1454 Executive Sec III

Julie Bowyer
1452 Executive Sec II

Vacant
Chief Deputy
0954 Deputy Director IV

Cynthia Nagendra
Deputy Director
Planning, Performance & Strategy
0953 Deputy Dir III

Gigi Whitley
Deputy Director
Administration & Finance
0953 Deputy Dir III

Dee Rosado-Chan
Deputy Director
Programs
0953 Deputy Dir III

Emily Cohen
Deputy Director
Communications & Legislative Affairs
0953 Deputy Dir III

Anthony Bush
Chief Equity Officer
0952 Deputy Director II

See Page 5	See Page 6	See Page 7	See Page 3	See Page 4

Homelessness Oversight
Commission

Bridget Badasow
Commission
Secretary
0922 Manager I

Robert Hill
1822 Administrative
Analyst

Vacant
2588 Health Worker
IV

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

Emily Cohen
Deputy Director
Communications and
Legislative Affairs
0953 Deputy Dir II

Shantel Toney
1444 Secretary I

Leonard Alfaro
Community Engagement
0923 Manager II

Deborah Bouck
Communications/Press
1824 Prin. Admin Analyst

Dylan Schneider
Legislative Affairs
0923 Manager II

Jordan Hartman
1312 Public Information Officer

Denny Machuca-Grebe
1312 Public Information Officer

Jeffrey Hamilton
Sunshine/Compliance
1314 Public Relations Officer

Bryn Miller
1823 Sr. Administrative Analyst

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

Cynthia Nagendra
Deputy Director
Planning, Performance &
Strategy
0953 Deputy Dir III

Julie Bowyer
1452 Executive
Secretary II

Jocelyn Everroad
Planning
0923 Manager II

Sarah Locher
Data & Performance
0923 Manager II

Jessica Shimmin
Care Coordination
CalAIM Implementation
0922 Manager I

Vacant
Privacy Officer
1824 Principal Admin
Analyst

Vacant
1824 Prin. Admin Analyst

Eddie Poon
Data & Performance
1824 Prin Admin Analyst

Nisha Anand
CalAIM / Epic Project
1824 Prin Analyst

Ashley Qiang
1823 Sr Admin Analyst

Ariel Bolingbroke
1823 Sr Admin Analyst

Neha Kapoor
Health Partnership Analyst
1823 Sr Admin Analyst

Adar Schneider
1823 Sr Admin Analyst

Michelle Wong
1823 Sr Admin Analyst

New CalAIM
Health Partnership Analyst
1823 Sr Admin Analyst

Simrit Dhillon
1823 Sr Admin Analyst

Vacant (CalAIM)
1823 Sr Admin Analyst

New CalAIM – Program
Implementation
2917 Program Analyst

Vacant
1823 Sr Admin Analyst

Vacant
1823 Sr Admin Analyst

Aaqilah Islam
MacArthur Grant
Criminal Justice Analyst
1824 Pr. Admin Analyst

Vacant
1822 Admin Analyst

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

Anthony Bush
Chief Equity Officer
0952 Deputy Dir II

Shantel Toney
1444 Secretary I

Anjali Rimi
Equity Officer
1232 Training Officer

Vacant
1823 Senior Equity Analyst

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

Gigi Whitley
Deputy Director
Administration & Finance
0953 Deputy Director III

Myaisha Bracken
1842 Management Assistant

Edilyn Velsaquesz
Director
Contracts and Procurement
0932 Manager IV

See Page 06B

Melanie Laman
Director
Human Resources and Operations
0931 Manager III

Katsuina Leblanc
1246 Pr HR Analyst

Radha Kumar
1244 Sr HR Analyst

Emily Lee
1241 HR Analyst

Joanne Carpio
1222 Sr. Payroll/ Personnel Clerk

Pakau Vang
1220 Payroll and Personnel Clerk

Kacie Kesler
1246 Pr. HR Analyst

Tony Won
1244 Sr HR Analyst

Mahzer Rizalado
1241 HR Analyst

Latasha Collins
1244 Sr HR Analyst

Caryn Hom
1241 HR Analyst

Judy Tam
Business Services
1844 Sr Mgmt Asst.

Vacant
Director
Real Estate
0931 Manager III

See Page 06a

Dalisay Agustin
Director
Finance
0933 Manager V

See Page 06C

Wayne Li
Acting Director
Information Technology
0932 Manager IV

Deepti Verma
1054 IS Pr. Business Analyst

Vacant CalAIM
1054 IS Pr. Business Analyst (tx to 1044)

Gary Culshaw
1053 IS Sr. Business Analyst

Jing Dian Tan
1094 IT Operations Support Admin IV

Wayne Li
1043 Senior IS Engineer

Veena Sandra
1043 Senior IS Engineer (Database))

Vacant
1043 Senior IS Engineer (Security)

Michael Ma
1093 IT Operations Support Admin III

Vacant
1092 IT Operations Support Admin II)

Bose Odulate
1092 IT Operations Support Admin II

Luis Hernandez
1092 IT Operations Support Admin II

Candace Thomsen
Director
ONE System Project Team
0932 Manager IV

Cody Reneau
Business Lead
0923 Manager II

Vaishali Damle
1053 Sr. Business Analyst

Lehua Asher
Housing Lead
1823 Sr Analyst)

Mark Sorensen
1823 ONE System Analyst

Laura Jessup
Change Mgt Lead
1824 Pr Admin Analyst

Sarah Holvick
1823 Sr Analyst

Loretta Vallot
1823 Sr Analyst

Swati Pande
1054 Pr. Bus. Analyst

Saroni Ray
1043 Sr. IS Engineer

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

Vacant
Director
Facilities & Asset Management
0931 Manager III

Alfonso Avila
Facilities
7203 Buildings & Grounds
Supervisor

Jose Escobar
7334 Stationary Engineer

Jose Rivas
7334 Stationary Engineer

Travis Jones Jr.
7334 Stationary Engineer

Vacant
7524 Institutional Utility
Worker

Francisco Gonzales
7524 Institutional Utility
Worker

Hector Varela
7524 Institutional Utility
Worker

Tiffany Gonzales-Ruiz
1840 Management
Assistant

Joanne Park
Real Estate (Shelter)
1824 Pr. Admin Analyst

Cheley Quiambao
Real Estate (Housing)
1824 Pr. Admin Analyst

Vacant
1823 Sr Admin Analyst

Vacant
1823 Sr Admin Analyst

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

```
                              ┌──────────────────────────┐
                              │   Edilyn Velasquez       │
┌─────────────────────┐       │ Contracts and Procurement│
│      Vacant         │───────│        Director          │──────────────┐
│ 1822 Admin Analyst  │       │   0932 Manager IV        │              │
└─────────────────────┘       └──────────────────────────┘              │
                                          │                             │
                              ┌──────────────────────────┐              │
                              │     Monique Colon         │             │
                              │   Contracts Manager       │             │
                              │    0923 Manager II        │             │
                              └──────────────────────────┘              │
```

Robert McCarthy CMS Replacement Lead 1824 Pr. Admin Analyst	Rachael McNamara 1824 Prin. Admin. Analyst	Kim Norman TEX 1824 Prin. Admin. Analyst	Rachel Garcia Procurement Team 1824 Pr. Admin Analyst
Majda Elhams 1823 Sr Admin Analyst	Kim Norman 1823 Sr Admin Analyst	Vacant 1823 Sr Admin Analyst	Latasha Bellamy 1823 Sr Admin Analyst
Vacant 1822 Admin Analyst	Vacant 1823 Sr Admin Analyst	Vacant 1822 Admin Analyst	Ronnie Bruning-Miles 1823 Sr Admin Analyst
Vacant CalAIM 1823 Sr Admin Analyst	Gabe Canale 1822 Admin Analyst	Carlos Ramos 1822 Admin Analyst	Dylan Osborne 1823 Sr Admin Analyst
	Katie Derrig 1822 Admin Analyst		

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

Dalisay Agustin
Finance Director
0933 Manager V

Vacant
1632 Sr. Account Clerk

Vacant
1632 Sr. Account Clerk

Maw Maw Thein Tun
1670 Financial System
Supervisor

Derek Chan
1654 Accountant III

Rita Watt
1654 Accountant III

Vacant
1654 Accountant III

Ye Min
1654 Accountant III

Christy-Yu
1634 Pr. Accounting Clerk

Phoebe Lee
1634 Pr. Accounting Clerk

Thai Duong
1822 Sr. Admin Analyst

Janet Qian
1822 Admin Analyst

Christine Rolan
Budget Director
0932 Manager IV

Gabriel Carcamo
1824 Prin Admin Analyst

Vacant
1824 Prin Admin Analyst

Vacant
1823 Sr Analyst

Emily Derenthal
1824 Grant Compliance

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

Dee Rosado-Chan
Deputy Director
Programs
0953 Deputy Director III

Vacant
1842 Management Assistant

Victoria Wong
Program Compliance
1823 Sr Admin Analyst

Vacant
ADA Coordinator
2917 Program Analyst

Mecca Cannariato
Director
Outreach & Temporary
Shelter
0931 Manager III

Salvador Menjivar
Director
Housing Services
0933 Manager V

Nikon Guffey
Director
Coordinated Entry &
Problem Solving
0932 Manager IV

See Page
07A Programs – Outreach &
Temporary Shelter

See Page
07B Programs – Housing

See Page
07C Programs – Coordinated
Entry

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

Mecca Cannariato
Director
Outreach & Temporary Shelter
0931 Manager III

Tommy Le
2591 Health Program Coordinator III

Lisa Rachowicz
Shelters & Navigation Centers
0923 Manager II

Christopher Losavio
Disaster Planning
0923 Manager II

Tiana Wertheim
Outreach
0923 Manager II

Arielle Piastunovich
HSOC Liaison
2593 Health Program Coordinator

Under Lisa Rachowicz

Louis Bracco
1824 Prin Admin Analyst

- Patrick Buckalew
  2917 Program Analyst
- Tameika Enis
  Transitional Housing
  2917 Program Analyst
- La'shenna Sirles
  Navigation Centers/VTC
  2917 Program Analyst

Heather Venisse
1824 Pr. Admin Analyst

- Cathy Perdue
  Adult Shelters
  2917 Program Analyst
- Christopher Kramer
  Family / Youth Shelters
  2917 Program Analyst
- Angelica Varela
  Navigation/Shelter
  2917 Program Analyst
- Janay Washington
  Shelter/Navigation Centers
  2913 Program Specialist

Namon Little
Guest Placement
TEX 2917 Program Analyst

- Keristern Azumah
  Guest Placement
  TEX 1823 Sr Admin Analyst
- Vacant
  Guest Placement
  TEX 1823 Sr. Admin Analyst
- Casey Tran
  Guest Placement
  TEX 1822 Admin Analyst

Under Tiana Wertheim

Brenda Meskan
2593 Health Program Coordinator III

Tara Marlowe
Outreach
2917 Program Analyst

Vacant
Supervisor
Crisis Resp./Outreach
2932 Sr Behavioral Health Clinician

- Araina Hennen
  Crisis Response Team
  2930 Behavioral Health Clinician
- Vacant
  Crisis Response Team
  2930 Behavioral Health Clinician
- Lisa Mestayer
  Outreach
  2930 Behavioral Health Clinician
- New
  Outreach
  2930 Behavioral Health Clinician

Mehera Reiter
Supervisor
Case Management
2932 Sr Behavioral Health Clinician

- Vacant
  Case Management
  2930 Behavioral Health Clinician
- Miranda Aguilar
  Housing Coordinator
  2918 Social Worker

Under Arielle Piastunovich

- Vacant
  Encampment Resolution Team Lead
  2932 Sr. Behavioral Health Clinician
- Eric Lei
  HSOC
  1822 Administrative Analyst
- Cheryl Fields
  Outreach Transportation
  2588 Health Worker IV
  - Lissa Doty
    2586 Health Worker 2
  - Traci Watson
    2586 Health Worker 2
  - Vacant
    2586 Health Worker 2
  - Vacant
    2586 Health Worker 2

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

Salvador Menjivar — Director, Housing Services, 0933 Manager V
— **Martha Benioff**, 1406 Senior Clerk

Rachel Gage — Project Management & Pipeline Tracking, 1824 Pr Admin Analyst
- Valerie Okelola, PSH Analyst, 1823 Sr Admin Analyst
- Deanna Maxey, PSH Analyst, 1823 Sr Admin Analyst
- Lorena Flores, 1822 Admin Analyst
- Sergio Rodas, TEX 2905 Sr Eligibility Worker

Elizabeth Hewson — Supportive Housing Programs, 0923 Manager II

Alison Schlageter — 1824 Supportive Housing Supervisor
- Mili Choudhury, 2917 Program Analyst
- Rakita O'Neal, 2917 Program Analyst
- Noora Almajid, 2917 Program Analyst
- Amanda Callow, 2917 Program Analyst

Ousha Reed — 1824 Supportive Housing Supervisor
- Alan Ale, 2917 Adult Housing Program Analyst
- Kristina Luong, 2917 Adult Housing Program Analyst
- New, 2917 Adult Housing Program Analyst
- Michael Davis, 2917 Adult Housing Program Analyst
- Kendra Leingang, 2917 Adult Housing Program Analyst

Dariush Kayhan — 0931 Manager III (HSA), budgeted position 0923 Manager II

Charles Minor — LHCB Liaison, 1823 Sr Admin Analyst

- Anthony Macaulay, 1823 Sr. Admin Analyst

Grace Gin — 1824 Princ Admin Analyst, CoC Supervisor
- Julie Millman, 2917 Program Analyst
  - Alisha Willis, 1820 Jr Admin Analyst
  - Veronica Leiva, 2905 Sr Eligibility Worker
  - Ronita Iulio, 2905 Sr Eligibility Worker
- Vacant, 2917 Program Analyst
  - Keng Chu, 1822 Admin Analyst
  - Charlene Henderson, 2905 Sr Eligibility Worker
  - Edith Sagapolu, 2905 Sr Eligibility Worker

Vacant — Scattered Sites Manager, 0923 Manager II

Cricket Miller — 1824 Pr. Admin Analyst, Scattered Site Hsg Supervisor
- Vacant, 2917 Program Analyst
- Hayden Rosenberg, 2917 Program Analyst
- Jiro Arase, 2917 Program Analyst
- Olivia Bernadel-Huey, 1822 Admin Analyst

Vacant — 1824 Pr. Admin Analyst
- Vacant, 2917 Program Analyst
- Jean Christopher, 1822 Admin Analyst
- Zareh Amirkhanian, 2917 Program Analyst

Jessica Lindquist, 1823 Sr. Admin Analyst

Kristina Leonoudakis — Permanent Supportive Housing Services, 0923 Manager II

Patrick Barresi — 2593 Health Program Coordinator III
- Vacant, 2586 Health Worker 2
- Vacant, 2586 Health Worker 2
- Vacant, 2586 Health Worker 2

Josephine Nnakigozi — 2932 Support Services Clinical Supervisor

Shatara Winston — Support Svcs Clinical Site Lead – Le Nain, 2930 Behavioral Health Clinician
- Moises Vega, 2587 Health Worker 3
- Constance "Connie" Dixon, 2587 Health Worker 3
- Vacant, 2587 Health Worker 3

Teresa (George) Weeks — Support Svcs Clinical Site Lead – PBI, 2930 Behavioral Health Clinician
- Megan Smith, 2587 Health Worker 3
- Vincent Tu, 2587 Health Worker 3
- Maria Ahearne, 2587 Health Worker 3

Vacant — Support Svcs Clinical Site Lead – Camelot, 2930 Behavioral Health Clinician
- Maria Tamayo, 2587 Health Worker 3
- Isaac Foster, 2587 Health Worker 3

Gabriel Castillo — Support Svcs Clinical Site Lead – Star, 2930 Behavioral Health Clinician
- Jovan Rocha, 2587 Health Worker 3
- Jennifer Hubbart, 2587 Health Worker 3

Misty Hubbard — Support Svcs Clinical Site Lead – Windsor, 2930 Behavioral Health Clinician
- Anastasia Grandy, 2587 Health Worker 3
- Alexa Gutierrez, 2587 Health Worker 3
- Sean La Febre, 2587 Health Worker 3
- Vacant, 2587 Health Worker 3

Carlos Juarez — Support Svcs Clinical Site Lead – Empress, 2930 Behavioral Health Clinician
- Mark Rudy, 2587 Health Worker 3
- Ashanti Green, 2587 Health Worker 3
- Kimberley Davis, 2587 Health Worker 3
- Vacant, 2587 Health Worker 3

Leslie Kupper — Support Srvs Clinical Site Lead - KCC, 2930 Behavioral Health Clinician

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

Nikon Guffey
Problem Solving and Coordinated Entry Director
0932 Manager IV

Christopher Block
Housing Placement
0923 Manager II

Megan Owens
Coordinated Entry
0923 Manager II

Julieta Barcagloni
Prevention and Problem Solving
0923 Manager II

Christopher Block branch:

Vacant
1823 Sr. Administrative Analyst

Randy Higgins
2907 Eligibility Worker Supervisor
- Jessica Camilli
  2905 Sr. Eligibility Worker
- Tina Brown
  2905 Sr.Eligibility Worker
- Danita Ferguson
  2586 Health Worker 2

Peter McElroy
Housing Match Lead
1824 Pr. Admin Analyst
- Karen Chen
  1820 Jr. Admin Analyst
- Vincent Byrne
  1820 Jr. Admin Analyst
- Charmane Garrison
  Acting 2917 Program Support Analyst
- Letty Cheung
  2918 Social Worker
- Tataneka Thibeaux
  2918 Social Worker
- Charmane Garrison
  2918 Social Worker
- Hallie Cohen
  2918 Social Worker

John Patton
Housing Support Supervisor
2907
- Teresa Lee
  Housing Support Hotline
  2905 Eligibility Worker
- Miguel Perdices
  Housing Support Hotline
  2905 Eligibility Worker
- Vacant
  1820 Jr. Admin Analyst

Megan Owens branch:

Robbie Jane Matheson
2917 Program Analyst

Mikaela Merchant
CE Prioritization Coordinator
2593 Health Program Coordinator III

Lindsey Slama
1823 Sr Admin Analyst

Elisabet Medina
1824 Pr. Admin Analyst
- Michelle Charles
  Adult CE
  2917 Program Analyst
- Vacant
  DV Grant CE
  2917 Program Analyst
- Leslie Bilbro
  Family CE
  2917 Program Analyst
  - Helen Mergelian
    2913 Program Specialist

Julieta Barcagloni branch:

Gabriela Perez
Problem Solving
2917 Program Analyst

Mara Goby
Prevention
2917 Program Analyst

Miguel Becerra Alvarez
Prevention
1823 Sr Admin Analyst

Sarah Khan
Prevention and Problem Solving Training Manager
2917 Program Analyst

Jasmine Tijierno
Prevention
2917 Program Analyst

Carissa Bess
Problem Solving
2913 Program Specialist

07C – HSH Org Chart
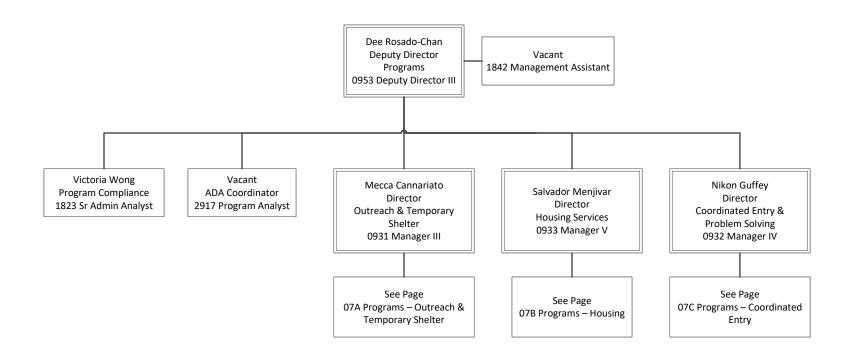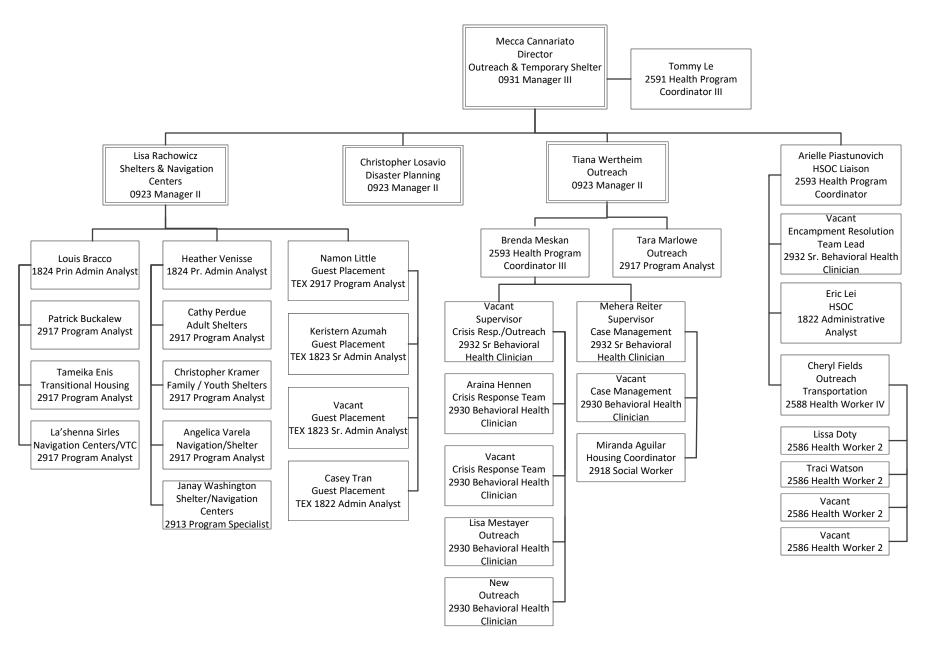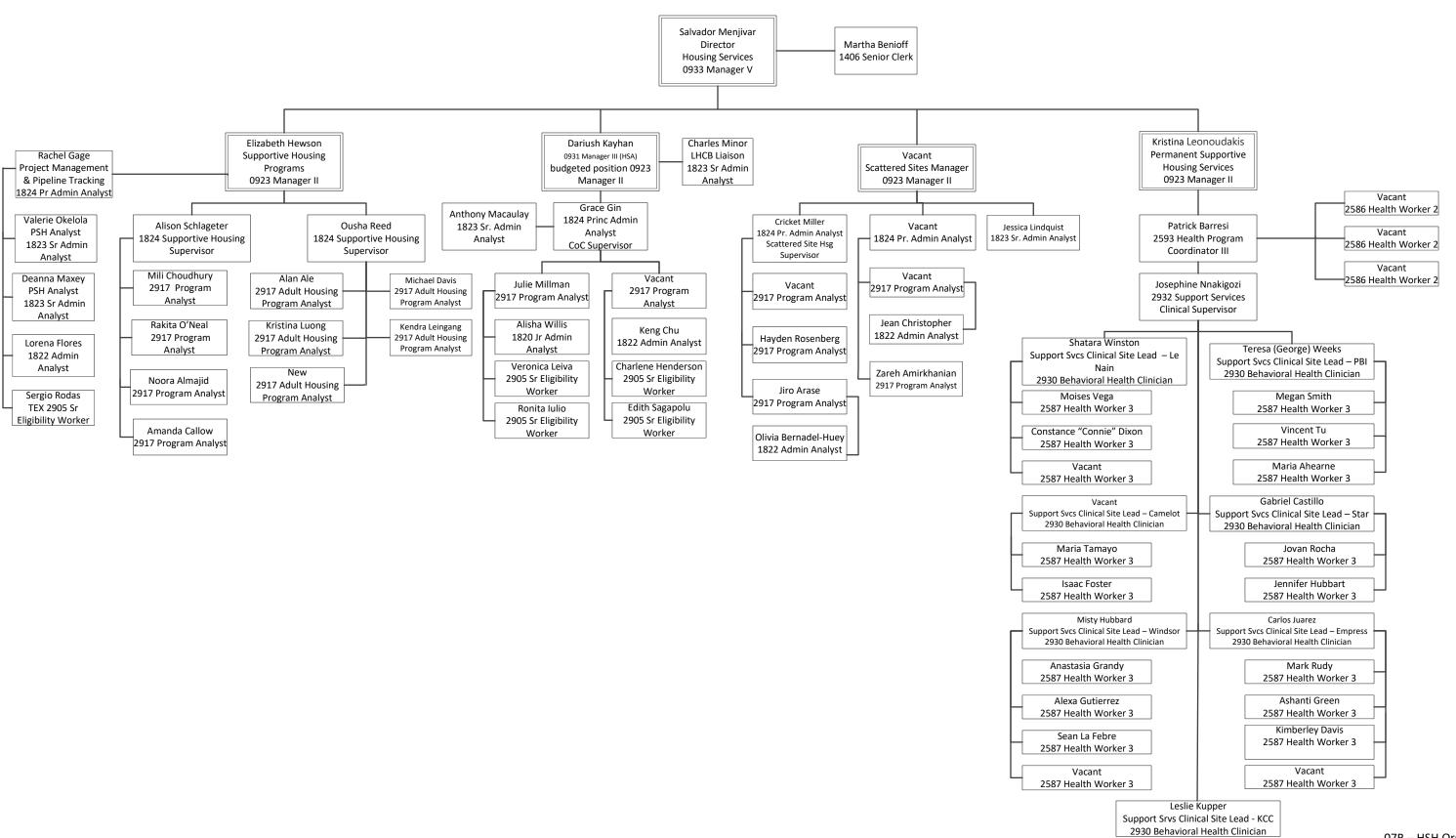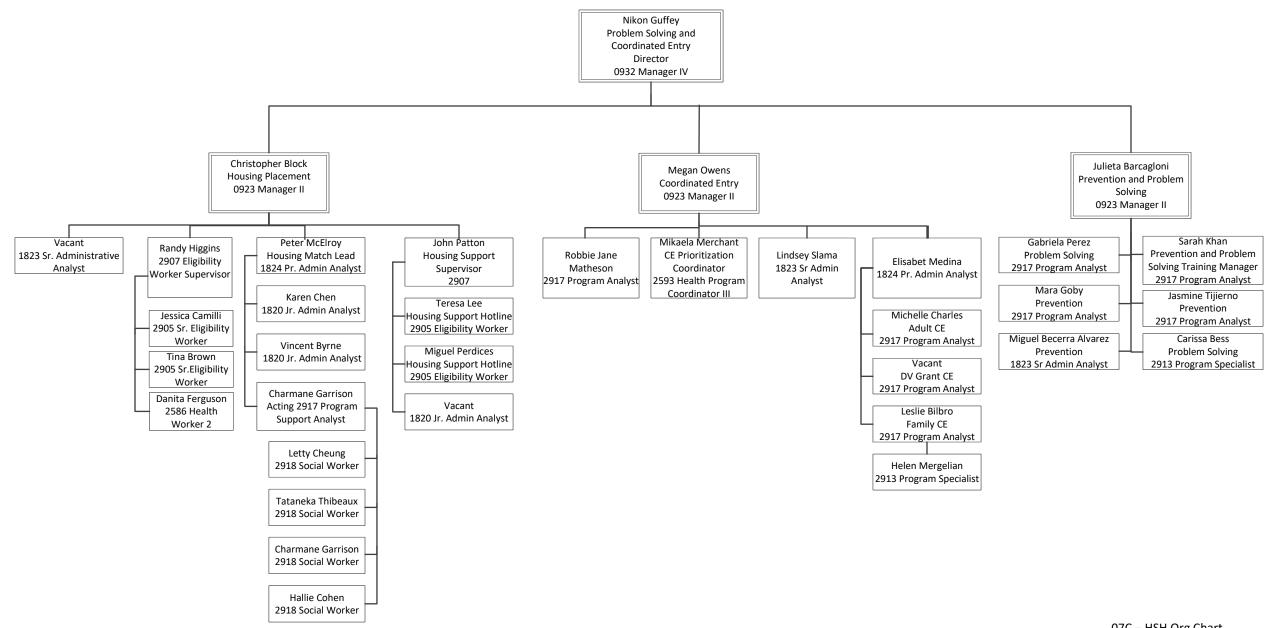Programs – Coordinated Entry/ Prevention
July 2023

Interpretation Services Available

You have the right to request an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

Amharic አማርኛ
ብሚናገሩት ቋንቋ መጠቀም ይችሉ ዘንድ የትርጉም አገልግሎት በነጻ የማግኘት መሉ መብት አለዎት። እባክዎ የሚናገሩትን ቋንቋ ያመልክቱ። ከአስተርጓሚ ጋር ናገናኘዎታለን!እባክዎ ትንሽ ይጠብቁ።

Arabic عربي
يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تشيربإصبعك الى لُغتك كي نستدعي المترجم المعني. .يُرجى منك الإنتظار لحين استدعاء المترجم.

Armenian Հայ երեն
Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալու: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար հատուկ թարգմանիչ կկանչենք: Խնդրում ենք սպասեք:

Cantonese 粵語
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。

Filipino Filipino
Kayo ay may karapatang humiling ng libreng tagapagsalin. Mangyaring ituro ang inyong wika. Tatawagin ang isang tagapagsalin para sa inyo. Mangyaring maghintay po.

French Français
Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!

German Deutsch
Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.

HaitianCreole Kreyòl Ayisyen
Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.

Hebrew עברית
יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.

Hindi हिंदी
आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।

Italian Italiano
Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.

Japanese 日本語
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下さい。通訳を手配いたしますのでお待ち下さい。

Korean 언어
여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의"한국어"를 손가락으로 가르켜 주십시요. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시요.

Mandarin 普通话
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。

Polish Język Polski
Macie prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.

Portuguese Português
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.

Russian Русский
Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.

Spanish Español
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.

Tigrinya ትግርኛ
ኣገልግሎት ትር�Bም ካብን ናብን ኣይ ቋንቋኹም ብነጻ ናይይምርካብ መሰል ኣለኩም። ብኽብረትኩም እትዛረብዎ ቋንቋ ኣመልክቱ። ኣስተርጓሚዖ ከነራኽበኩም ኢና! ብኽብረትኩም ተጸበዩ።

Vietnamese Tiếng Việt
Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.

Urdu اردو
آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔