



CITY AND COUNTY OF SAN FRANCISCO

OFFICE OF CIVIC ENGAGEMENT & IMMIGRANT AFFAIRS

Gavin Newsom, Mayor
Edwin M. Lee, City Administrator

June 15, 2010

Honorable Gavin Newsom
Mayor
City Hall, Room 200

Honorable David Chiu
President, Board of Supervisors
City Hall, Room 244

Dear Mayor Newsom and President Chiu,

As you know, San Francisco's Language Access Ordinance (LAO), formerly known as the Equal Access to Services Ordinance, was amended in August 2009. The LAO requires the Office of Civic Engagement & Immigrant Affairs (OCEIA) to oversee citywide compliance with language access laws and to provide a summary report to the Immigrant Rights Commission, Board of Supervisors and Mayor indicating which departments have filed their annual language access plans as required by the LAO. As previously reported on March 1, 2010, all Tier I city departments filed their 2010 Annual Compliance Plans in compliance with the LAO.

The Office of Civic Engagement & Immigrant Affairs is pleased to provide you with the attached Annual Compliance Summary Report which evaluates how well city departments are complying with LAO provisions. The 2010 report addresses three main issues: 1) the impact of changes that were made to the LAO in 2009; 2) the extent to which departments are meeting the spirit and legal requirements of the LAO, and 3) recommendations to strengthen the efficacy of the LAO to better serve and inform Limited-English Proficient (LEP) residents. The report also identifies barriers and challenges to compliance, as well as recommendations.

Thank you for your leadership in ensuring that all San Francisco residents, including those who are not proficient in the English language, have equal access to City services and information.

Sincerely,

Adrienne Pon
Executive Director

cc: Board of Supervisors, Mayor's Chief of Staff, City Administrator, Department Heads

Adrienne Pon, Executive Director

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