

ADDENDUM TO 2010 LAO ANNUAL COMPLIANCE SUMMARY REPORT

The following charts contain additional information submitted by Tier I departments in compliance with the Language Access Ordinance. Due to the large volume of information submitted, this data has been consolidated in this attachment.

A-1 Demographic Information of Clients and Tracking Methods

Figure A-1 provides an overview of the general client population served by each department, as well as how each department tracks the number and characteristics of their client population.

Figure A-1

DEPARTMENT	PRIMARY CLIENTS	SECONDARY CLIENTS	TRACKING METHOD
APD	Probationers, 18-25 yrs.	Victims of crime, relatives of probationers, law enforcement agencies officials, and the community	Tracks probationers by age, type of crime and by address.
DA	Victims and other witnesses of crime, and members of the public seeking general information	None	Victim Witness Services Section, Consumer and FOPP collect information by sex, age, race, disability, and primary language spoken.
DEM	Residents, visitors, and workers who call 9-1-1 for emergency services; police officers, firefighters, and paramedics for dispatch services	Members of public who seek disaster preparedness information through the City's 72hours.org website, community meetings, and public events	Language Line gathers information on 9-1-1 calls that require translation services and tracks language requested, total minutes, and total calls.
ELEC	Provided Largest populations of various demographics: Age: 25-44, 45-64 Foreign Born: China, Philippines Language Preferences: Chinese and Spanish	None	Tracks voters by information provided on voter registration card; voters can also indicate a language preference for one of six languages.
FIRE	Does not track information	Does not track information	Does not track information
HLTH	Information not submitted	Information not submitted	Information not submitted
HSA	Information not submitted	Information not submitted	Information not submitted
JP	Juveniles between ages 11-17 who have been arrested or adjudicated of an offense	Parents or guardians of youth under the department's jurisdiction	Uses the REGGO method (Race, Ethnicity, Gender, Geography, and Offense); clients are also tracked by age, primary language, category of charge, and length of stay.
MTA	San Francisco residents, workers, students, local visitors, and tourists	None	Language Line tracks requests for language assistance.
PUBDF	Juveniles and adults	Family	Each client's date of birth, race, and address are recorded in database.
RENT	Landlords, tenants, and others involved in real estate management	None	Language requirements are tracked through Language Line and annual survey of LEP clients.
SFPD	Information not submitted	Information not submitted	Information not submitted
SHF	Information not submitted	Information not submitted	Information not submitted

A-2 Distribution of LEP Clients Served by Supervisorial District

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Figure A-2 indicates which departments track their LEP clients by supervisorial district. Since this was a new requirement included in the amended Language Access Ordinance passed in August 2009, many departments were unable to track this information. The information supplied by the three departments that track their clients by supervisorial district is included in figure A-3.

Figure A-2

DEPARTMENT	TRACKS LEP CLIENTS BY SUPERVISORIAL DISTRICT	DESCRIPTION
APD	√	All clients are served at the APD office in District 6.
DA	√	Tracks clients for Victim Witness Services in San Francisco.
DEM		Although DEM offices are located in District 6, they receive no walk-in clients. Clients are served on the telephone or at community meetings, and do not report their supervisorial district to DEM.
ELEC	√	Tracks voters with a language preference of Cantonese or Spanish.
FIRE		Does not track information.
HLTH		Information not submitted
HSA		Information not submitted
JP		Does not have the capability to sort client population by supervisorial district; provided client information by zip code.
MTA		Does not track information.
PUBDF		Information not submitted
RENT		The department provides services from one location and does not track clients by supervisorial district.
SFPD		Information not submitted
SHF		Information not submitted

Figure A-3

DISTRICT	TOTAL CLIENTS IN DISTRICT	TOTAL LEP CLIENTS IN DISTRICT	% OF CLIENTS WHO ARE LEP IN DISTRICT	DEPARTMENTS SERVING CLIENTS IN DISTRICT
#1	39,846	2,720	6.8%	DA and ELEC
#2	47,812	419	0.9%	DA and ELEC
#3	38,240	4,197	11.0%	DA and ELEC
#4	38,600	4,202	10.9%	DA and ELEC
#5	50,287	678	1.3%	DA and ELEC
#6	51,658	2,571	5.0%	AP, DA and ELEC
#7	42,897	1,469	3.4%	DA and ELEC
#8	53,802	609	1.1%	DA and ELEC
#9	36,031	2,233	6.2%	DA and ELEC
#10	39,004	3,124	8.0%	DA and ELEC
#11	35,878	4,256	11.9%	DA and ELEC

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A-3 Description and Assessment of Bilingual Employees

In addition to information included in the 2010 LAO Annual Compliance Summary Report related to bilingual staff (Figures 3-1 and 7-1), Figure A-4 provides information on various positions held by bilingual staff, as well as each department's self-assessment of the adequacy and gaps in the capacity of their bilingual staff.

Figure A-4

DEPARTMENT	STAFF POSITIONS	SELF-ASSESSMENT OF NEED FOR ADDITIONAL STAFF	DEFICIENCIES (IF ANY)
APD	Division Director, probation officers, clerks	Sufficient staff	None noted
DA	Attorneys, Victim Witness Advocates, legal secretary	Insufficient staff	Mandarin and Cantonese speaking individuals at the front desk, and translators for Russian and Tagalog speakers.
DEM	Public safety dispatchers, public safety supervisors	Sufficient staff	None noted
ELEC	Pollworkers	Sufficient staff	None noted
FIRE	Firefighters	Sufficient staff	None noted
HLTH	Interpreters, family services staff, nurses	Sufficient staff	None noted
HSA	Managers, social workers, clerks	Sufficient staff	None noted
JP	Juvenile counselors, clerks, deputy probation officers	Sufficient staff	None noted
MTA	Clerks, hearing officers, public relations officers	Insufficient staff	Additional bilingual staff in its Community Outreach group
PUBDF	Attorneys, investigators, social workers, legal clerks	Information not submitted	Information not submitted
RENT	Citizens complaint officers	Sufficient staff	None noted
SFPD	Sworn and non-sworn members	Sufficient staff	None noted
SHF	Information not submitted	Sufficient staff	None noted

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A-4 Translated Materials (Expanded)

Figure A-5 provides a more comprehensive overview of the translated materials available to LEP clients, by department (compared to 2010 LAO Annual Compliance Summary Report, Figure 9-1).

Figure A-5

DEPARTMENT	TOTAL TRANSLATED MATERIALS	TRANSLATED MATERIALS BY TYPE	TRANSLATED MATERIALS BY LANGUAGE
APD	18	Forms (2), written notice of rights (1), notices (8), important written documents (7)	Spanish
DA	Not listed	Program materials	Cantonese, Spanish, Other
DEM	Not listed	Notices, program materials, important written documents	Cantonese/Mandarin, Russian, Spanish, Tagalog, Vietnamese
ELEC	69	Applications (2), forms (10), written notices (9), notices (12), program material (27), important written documents (9)	Cantonese, Mandarin, Russian, Spanish
FIRE	Not listed	Fire Safety Recommendations, SFFD Notice of Privacy Practices	Spanish and Cantonese
HLTH	47	Fact sheets, guides, letters, signs	Arabic, Chinese, Russian, Spanish, Tagalog, Vietnamese
HSA	175	Letters, surveys, flyers, forms,	Chinese, Mongolian, Russian, Spanish, Tagalog, Vietnamese
JP	16	Forms (2), written notices of rights (4), notices (4), important written documents (6)	Cantonese/Mandarin, Spanish, Tagalog, Vietnamese, Other
MTA	12, with 200-400/year	Applications (4), forms (2), written notices of rights (1), notice (1), complaint forms (4), program material and important written documents (100-200 each/year)	Cantonese/Mandarin, Russian, Spanish, Vietnamese, and Korean
PUBDF	4	Application (1), form (1), written notice of rights (1), program material (1)	Cantonese/Mandarin, Spanish
RENT	361	Forms (16), written notices of rights (4), notices (138), program material (193), important written documents (10)	Cantonese/Mandarin, Spanish, Tagalog, Vietnamese, Other
SFPD	53	Forms, brochures, signs, announcements	Chinese, Russian, Spanish, Tagalog, Vietnamese
SHF	35	Applications, forms, notices, instructions	Chinese and Spanish

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A-6/7 Budget Allocation and Strategy for Meeting the Needs of LEP Clients FY2010-11

One of the new reporting requirements included in the amended Language Access Ordinance is each department's budget for language-access related services and for meeting the needs of LEP clients. Figure A-6 outlines the budget allocated by each department; Figure A-7 summarizes the strategies that departments use to meet the needs of LEP clients.

Figure A-6

DEPARTMENT	COMPENSATORY PAY FOR BILINGUAL EMPLOYEES FOR BILINGUAL SERVICES	TELEPHONIC TRANSLATION SERVICES (PROVIDED BY CITY VENDORS)	DOCUMENT TRANSLATION SERVICES (PROVIDED BY CITY VENDORS)	ON-SITE LANGUAGE INTERPRETATION SERVICES (PROVIDED BY CITY VENDORS)	TOTAL PROJECTED BUDGET
APD	\$26,000	\$5,000	0	0	\$31,000
DA	\$18,720	\$2,000	\$55,000	\$2,000	\$77,720
DEM	\$34,452	Translated 9-1-1 calls are paid for by the State of California	N/A	N/A	N/A
ELEC	\$10,000	0	\$175,838	0	\$185,838
FIRE	Members in designated bilingual positions are paid a premium according to current MOU.	N/A	Included in General Operating Budget; Funding is not specified for this purpose.	Included in General Operating Budget; Funding is not specified for this purpose.	Included in General Operating Budget; Funding is not specified for this purpose.
HLTH	Information not submitted	Information not submitted	Information not submitted	Information not submitted	Information not submitted
HSA	Information not submitted	Information not submitted	Information not submitted	Information not submitted	Information not submitted
JP	\$27,000	\$1,000	\$2,500	0	\$30,500
MTA	\$40/ pay period for certified bilingual employees	\$5,000	\$50,000	\$10,000	Estimated to be \$65,000; however, the budget for language access services is not separately identified in their budget.
PUBDF	\$21,840	\$2,000	\$5,000	\$50,000	\$78,840
RENT	0	-	-	-	\$24,000 (All translation and interpretation services are included as one budget item)
SFPD	Information not submitted	Information not submitted	Information not submitted	Information not submitted	Information not submitted
SHF	Information not submitted	Information not submitted	Information not submitted	Information not submitted	All translations are paid through a general account which funds materials and services department wide

Figure A-7

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DEPARTMENT	COMPENSATORY PAY FOR BILINGUAL EMPLOYEES FOR BILINGUAL SERVICES	TELEPHONIC TRANSLATION SERVICES (PROVIDED BY CITY VENDORS)	DOCUMENT TRANSLATION SERVICES (PROVIDED BY CITY VENDORS)	ON-SITE LANGUAGE INTERPRETATION SERVICES (PROVIDED BY CITY VENDORS)
APD	Compensated in accordance with each collective bargaining unit's Memorandum of Understanding.	-	Performed by certified bilingual staff in department.	Not provided by City vendors. When possible, cases are assigned to bilingual staff; otherwise, Language Line used.
DA	22 staff members, altogether earn \$720 in bi-weekly payout of bilingual pay.	Spent approximately \$1,500 on telephonic translation services last year; anticipates a similar amount in FY2010-11.	Anticipates spending \$25,000 for transcript translation, \$20,000 for printing materials, and \$10,000 in other.	Approximately \$1,500-\$2,000 spent annually, primarily used for the FOPP program.
DEM	Premium Pay provided for bilingual employees.	-	-	-
ELEC	-	-	-	-
FIRE	-	-	-	-
HLTH	Information not submitted	Information not submitted	Information not submitted	Information not submitted
HSA	Information not submitted	Information not submitted	Information not submitted	Information not submitted
JP	Based on 2009 expenditures.	Based on 2009 expenditures.	Based on 2009 expenditures.	Based on 2009 expenditures.
MTA	Would increase bilingual staff if possible, which may reduce expenses for language assistance vendors.	Current allocation is sufficient.	Additional bilingual hires would significantly reduce these expenditures.	Current bilingual staff appears sufficient.
PUBDF	No changes to existing service.	No changes to existing service.	No changes to existing service.	No changes to existing service.
RENT	The department currently has one staff member who receives this compensation.	-	-	-
SFPD	Information not submitted	Information not submitted	Information not submitted	Information not submitted
SHF	Information not submitted	Information not submitted	Information not submitted	Information not submitted

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A-8 Departmental Policy on Providing Services to LEP Persons

The Language Access Ordinance requires Tier I Departments to provide documentation on specific plans and policies, including a written policy on providing services to LEP clients. Figure A-8 shows that nearly all departments have current written policies. The remaining departments are in the process of revising their existing written policies.

Figure A-8

DEPARTMENT	PROVIDED WRITTEN POLICY ON PROVIDING SERVICES TO LEP PERSONS	POLICY/EXAMPLES OF WRITTEN POLICY
APD	√	Adult Probation Department Interpreter Services No. 100.24; Citizen Complaints Re: Equal Access to Services Ordinance No. 100.27
DA	√	To provide services to any LEP clients to the best ability of the department. The department is committed to attaining the goals of the ordinance and strive to increase ability to serve LES people.
DEM		Department is currently revising Standard Operating Procedures
ELEC	√	Multilingual Services Provided by the Department of Elections, Voter Outreach Program 110309
FIRE	√	All emergency and non-emergency calls are received through the Department of Emergency Management; in the even a translator is required, Network-Omni can be accessed. Calls received by the Fire Station that require translation use Language Line to facilitate communication
HLTH	√	Interpreter and translation services are provided through the Interpreter Services Department at San Francisco General Hospital. It provides on-site interpretation services, access to bilingual employees, and on-call language bank interpreter services. Similar policies and procedures exist in other parts of the department
HSA	√	Section 5: Services to Non-English Speaking, Limited English Proficient Applicants/Recipients and Applicants/Recipients with Disabilities
JP	√	Rights of Juveniles, Memorandum of Language Access/Translation Services
MTA		Policy regarding policies and complaint procedures is in the process of being revised to reflect the amended ordinance
PUBDF	√	Manual of Policies and Procedures, Section 15
RENT	√	Info-To Go: 24-Hour Rent Board Information
SFPD	√	Department General Order 5.20, "Language Access Services for Limited English Proficient (LEP) Persons," Department Bulletins #09-041, 09-071, 09-075, 09-105, 09-318, 09-319
SHF		Details how staff can access Language Line Services; current written policy is being reviewed

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A-9 Protocol for Serving LEP Persons in Crisis or Emergency Situations

Under the amended Language Access Ordinance, departments are required to report if they generally work with clients during a crisis or emergency situation, and their protocols for assisting LEP persons during those situations.

Figure A-9

DEPARTMENT	WORKS WITH CLIENTS IN CRISIS OR EMERGENCY SITUATIONS	CURRENT PROTOCOL FOR SERVING LEP CLIENTS IN CRISIS OR EMERGENCY SITUATIONS	WRITTEN PROTOCOL
APD	√	Bilingual staff are asked to interpret in emergency situations, and a list of qualified staff is available to staff who handles initial contact. Bilingual staff are also located in the reception area. Adult Probation peace officer staff have been trained respond to crisis situations. Out of 13 officers trained in basic First Aid and CPR procedures, six are bilingual.	
DA	√	Front desk or reception will be called to assess if a staff member can translate for person in crisis; if it cannot be handled on site, Language Line will be used.	√
DEM	√	Department does not have a separate written protocol because all 9-1-1 callers are by definition in an emergency situation. Call-takers are trained on how to access Language Line for translation services.	
ELEC		No existing protocol.	
FIRE	√	Calls are received through DEM; Network-Omni assists dispatchers and call-takers for 9-1-1 calls that require translation.	√
HLTH	Information not submitted	Information not submitted	Information not submitted
HSA	Information not submitted	Information not submitted	Information not submitted
JP		Policy is not to be disclosed subject to a Public Records Act Request.	√
MTA		In the event of a disruption in service, SFMTA staff provides in-person information at necessary locations; in the event of an emergency, to the extent possible, bilingual station agents make public information announcements in Spanish and Chinese from Central Control and translate pieces related to the event.	
PUBDF		No existing protocol.	
RENT		No existing protocol.	
SFPD	Information not submitted	Information not submitted	Information not submitted
SHF	Information not submitted	Information not submitted	Information not submitted