



Edwin M. Lee, Mayor

MEMORANDUM

TO: Nick Kimura, Officers of SMC
VIA: Jeff Simbe, Staff to SMC
FROM: Joyce Crum, Director, Housing and Homeless Division
DATE: May 14, 2015

HSA RESPONSE TO REQUEST FOR INFORMATION – 4/7/2015

REQUEST: Language Link Data

The Shelter Monitoring Committee is requesting the following information based on discussions at its March 18, 2015, meeting.

- Please provide a list of the shelters and resource centers which currently utilize language link or similar interpreter services over the phone.

HSA collected the following information from the shelters and resource centers:

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|--|---|
| ○ Hamilton Family Center | Uses Language Line. |
| ○ St. Joseph's Family Center | Uses staff and uses Language Line when staff are unavailable or do not speak the needed language. |
| ○ Compass/Connecting Point | Does not use Language Line or other phone-accessed interpretation service. |
| ○ A Woman's Place | Does not use Language Line or other phone-accessed interpretation service. |
| ○ ECS: Next Door & Sanctuary | Uses Language Line. |
| ○ Hospitality House | Uses Language Line. |
| ○ Lark Inn | Uses Language Line. |
| ○ MSC South Shelter & Drop-in | Uses CTS Language Link |
| ○ Providence & Bethel AME | Does not use Language Line or other phone-accessed interpretation service. |
| ○ Mission Neighborhood Resource Center | Does not use Language Line or other phone-accessed interpretation service. |
| ○ United Council of Human Services | Does not use Language Line or other phone-accessed interpretation service. |

- Please provide the total annual cost of language link, or similar interpreter services over the phone, for each shelter and resource center.

HSA collected the following information from the shelters and resource centers:

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|---|---|
| ○ Hamilton Family Center | \$1,200/year funded in the HSA budget. |
| ○ St. Joseph’s Family Center | No set budget. Costs are part of the Standards of care budget line funded in the HSA budget. |
| ○ Compass/Connecting Point | No budgeted funding. |
| ○ A Woman’s Place | No budgeted funding. |
| ○ ECS: Next Door & Sanctuary | No budgeted funding in HSA contract. |
| ○ Hospitality House | No budgeted funding in HSA contract but agency has budgeted \$250/year. |
| ○ Lark Inn | No budgeted funding in HSA contract but agency has service that costs \$150/year plus \$4/minute. Spending has been \$198 in 9 months. |
| ○ MSC South Shelter & Drop-in | Service connection is established but year-to-date there have been no expenses. |
| ○ Providence & Bethel AME | No budgeted funding. |
| ○ Mission Neighborhood Resource Center | No budgeted funding. |
| ○ United Council of Human Services | No budgeted funding. |

ADDITIONAL INFORMATION: HSA is currently working to make language interpreting services available to all of these programs and sites. For this to move forward, HSA is exploring with the shelter system providers if they have the level of technology needed to access alternative language interpretation services. At this time, HSA does not have an estimated implementation date.