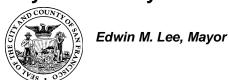
City and County of San Francisco



Human Services Agency

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

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:

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

0	Hamilton Family Center	\$1,200/year funded in the HSA budget.
0	St. Joseph's Family Center	No set budget. Costs are part of the
		Standards of care budget line funded in
		the HSA budget.
0	Compass/Connecting Point	No budgeted funding.
0	A Woman's Place	No budgeted funding.
0	ECS: Next Door & Sanctuary	No budgeted funding in HSA contract.
0	Hospitality House	No budgeted funding in HSA contract but
		agency has budgeted \$250/year.
0	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.
0	MSC South Shelter & Drop-in	Service connection is established but
		year-to-date there have been no expenses.
0	Providence & Bethel AME	No budgeted funding.
0	Mission Neighborhood	No budgeted funding.
	Resource Center	
0	United Council of	No budgeted funding.
	Human Services	_

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.