



2019 SUMMARY REPORT **LANGUAGE ACCESS IN SAN FRANCISCO**

SAN FRANCISCO LANGUAGE ACCESS ORDINANCE



City & County of San Francisco
Office of Civic Engagement & Immigrant Affairs

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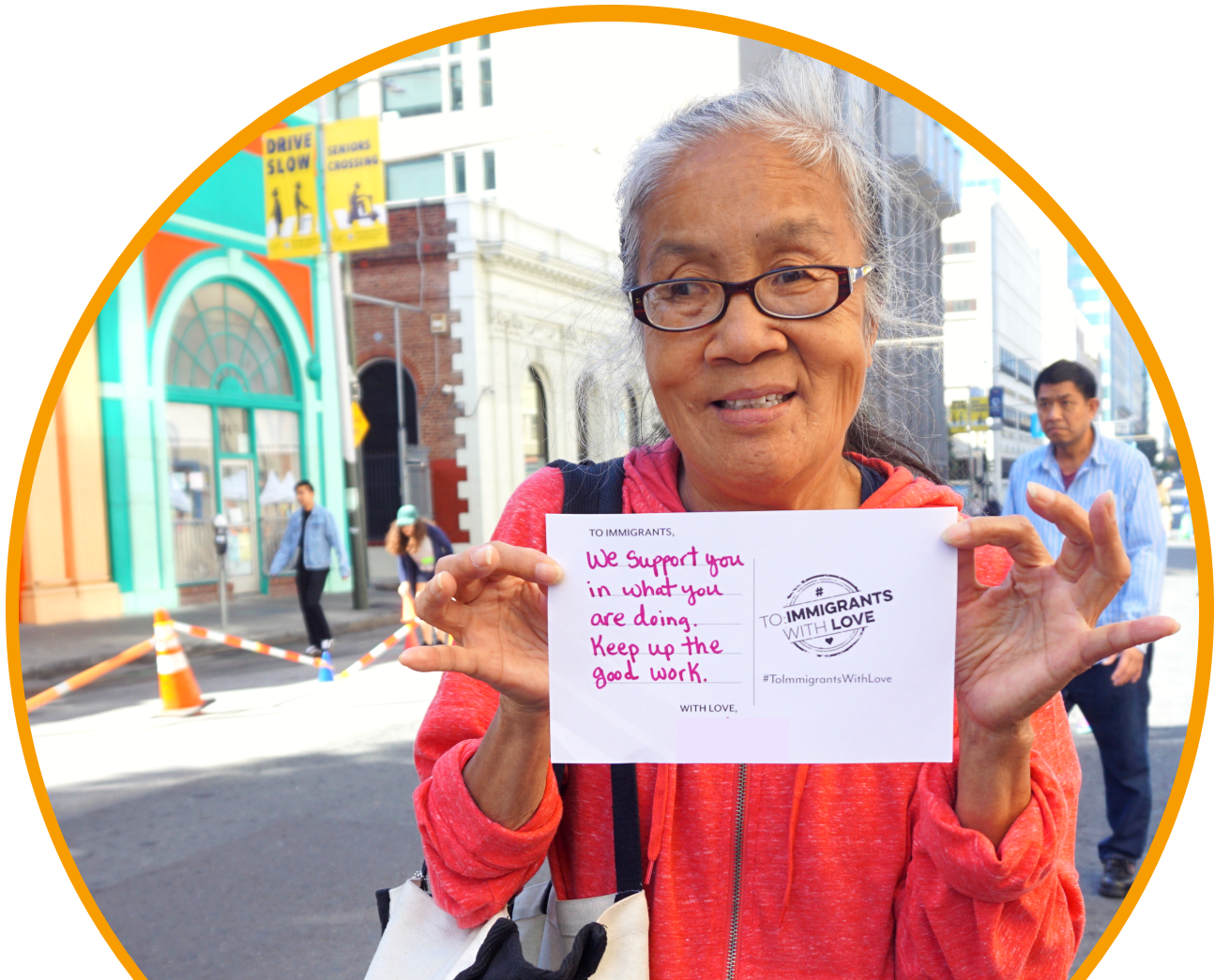
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2019 SUMMARY REPORT

LANGUAGE ACCESS IN SAN FRANCISCO

SAN FRANCISCO LANGUAGE ACCESS ORDINANCE

ABOUT THIS REPORT

The annual Language Access Ordinance Summary Report evaluates citywide compliance and progress with the San Francisco Language Access Ordinance (LAO). As required by the LAO, the annual report is submitted to the Board of Supervisors and the Immigrant Rights Commission by February 1st of each year. This year's report covers Fiscal Year 2017-2018 (July 1, 2017 to June 30, 2018) and includes data that was submitted by October 1, 2018.

In addition to overseeing compliance, the Office of Civic Engagement & Immigrant Affairs (OCEIA) provides direct services to help City departments, the Mayor's Office, and the Board of Supervisors better meet the needs of San Francisco's Limited English Proficient (LEP) residents and workers.

These services include technical assistance, informational workshops, and on-demand translation and interpretation assistance during crisis, emergency, or public safety situations.

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CONTENTS

Introduction	01
Report Summary	03
Findings	04
Looking Back & Looking Forward	05
Language Access Technical Assistance	07
Best Practices	08
Snapshot of San Francisco & Districts	09
Citywide Compliance	11
Department Highlights	12





INTRODUCTION

“Languages play a crucial role in the daily lives of people, not only as a tool for communication, education, social integration and development, but also as a repository for each person’s unique identity, cultural history, traditions and memory. But despite their immense value, languages around the world continue to disappear at an alarming rate.

“With this in mind, the United Nations declared 2019 The Year of Indigenous Languages (IY2019) in order to raise awareness of them, not only to benefit the people who speak these languages, but also for others to appreciate the important contribution they make to our world’s rich cultural diversity.”

—United Nations General Assembly, 2019 International Year of Indigenous Languages

Today, in the midst of global migration and refugee crises, the United States of America is at a crossroads. It is a time when the basic rights of immigrants, communities of color, and poor people are at risk; when anti-immigrant sentiment and rhetoric have translated to open hatred, talk of border walls, and acts of violence; and when trust in the federal government and the international reputation of the United States have been greatly diminished. Yet across the country, cities like San Francisco have reconfirmed their commitment to an inclusive, diverse, fair, and just nation for all the people.

Language access has often been referred to as one of the keys to immigrant integration. In today’s context, it is also essential to access justice in the courts. At a time when undocumented immigrants are being detained without cause, their basic human rights and ability to exist in this country can be jeopardized when they respond to questions or sign documents without understanding what is being communicated.

Language access is a right that is legally mandated under Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Under Title VI, meaningful language access to federally funded programs for individuals who speak a language other than English and who have limited ability to read, write, speak, or understand English is guaranteed. All federally funded programs, including those under the Customs and Border Protection and Department of Homeland Security, are required to provide language access to Limited English Proficient (LEP) individuals. Denial of language access means that a program is discriminating on the basis of national origin.



It has been 18 years since language rights were established in the City and County of San Francisco (the City) and 10 years since the Office of Civic Engagement & Immigrant Affairs (OCEIA) was charged with implementing the City's Language Access Ordinance (LAO) and overseeing citywide compliance. First enacted as the San Francisco Equal Access to Services Ordinance in 2001, the LAO was amended and strengthened in 2009 under the leadership of the late Mayor Ed Lee, Board President (now Assemblymember) David Chiu, and community advocates led by Chinese for Affirmative Action. Subsequent amendments by the Board of Supervisors broadened and expanded LAO compliance to all City departments that serve or provide information to the public.

Thanks to the foresight of City and community leaders, advocacy by the San Francisco Immigrant Rights Commission, and OCEIA's partnership with City departments, much has been accomplished since the LAO was enacted. The intent and purpose of the City's language access laws is to provide equal and meaningful access to information at the same time and place to all residents, regardless of the language they speak or understand. During crisis, emergency or public safety situations, trust and cooperation between residents and the City is essential. Imagine if there was a real national emergency today. How would Americans be able to trust and cooperate with the federal government?

This is why language access must remain a right.

Thank you to the OCEIA Language Access & Policy Implementation Team for preparing this report and to the San Francisco Immigrant Rights Commission for its continued advocacy and work on behalf of our immigrants and communities.

ADRIENNE PON
Executive Director, Office of Civic Engagement & Immigrant Affairs

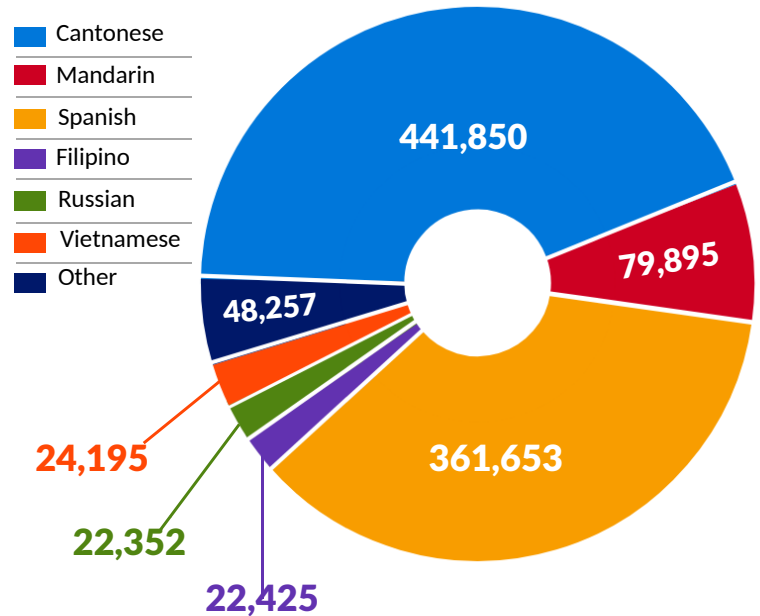
REPORT SUMMARY

LEP CLIENT INTERACTIONS BY LANGUAGE AS REPORTED BY DEPARTMENTS FY 2017-2018*

Last year, the Office of Civic Engagement & Immigrant Affairs (OCEIA) transitioned to a new online format for the Language Access Ordinance (LAO) report. These dashboards make it easier to visualize individual department and aggregated data over multiple years. Now it is possible to easily compare and assess each department's annual language access progress. This format also allows OCEIA to better analyze LAO compliance data and patterns.

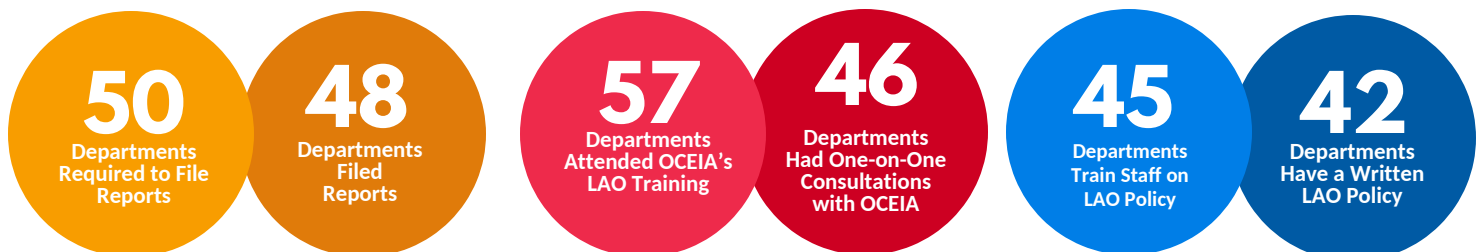
Closer analysis revealed that data reported over the years were inconsistent due to different data collection mechanisms used by City departments and, in some cases, from year to year within specific departments. OCEIA will continue to work to set stronger standards for citywide language access data collection.

This year, OCEIA offered one-on-one consultations to all language access liaisons. From our 46 individual consultations, a pattern emerged indicating that additional training and resources for bilingual staff, more technical assistance, and overall language access training for all City staff is needed.



In order to assist departments, OCEIA has expanded its scope of services and developed a training curriculum — the **Language Access Academy**. In Fiscal Year 2018-2019, OCEIA has also prioritized the rollout of the **Community Language Bank**, to provide more culturally sensitive interpretation support for departments struggling with limited language services budgets.

Department Compliance:

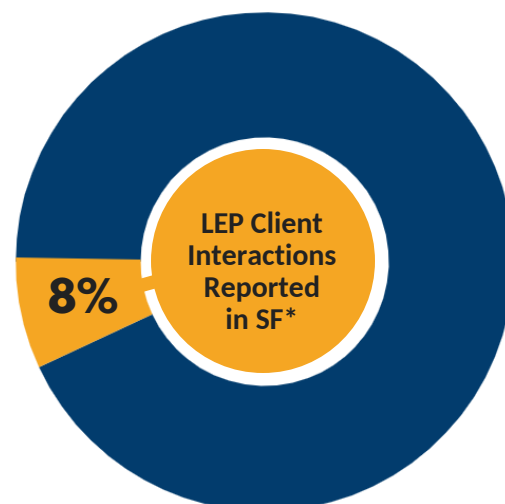
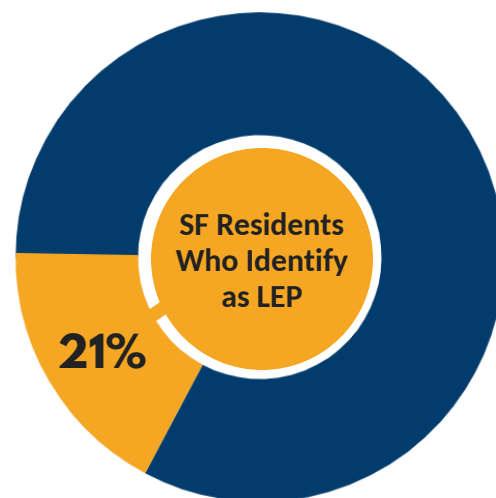


*Numbers reported may include multiple interactions with the same client; Departments may be reporting bilingual interactions of any duration, not just LEP interactions. Data represented does not account for the following departments: Asian Art Museum, Fine Arts Museum, Recreation & Parks, and San Francisco International Airport.

FINDINGS

In the decade that OCEIA has been tracking the City's progress on language access, there has been heightened awareness of the language access needs of the City's Limited English Proficient (LEP) population. OCEIA uses the data submitted in the LAO report to identify areas of improvement for each department and develop customized goals and plans. In addition to reporting department-specific data, the LAO Summary Report displays general trends across the City. There have been improvements in employee training, increased spending on language services, and greater LEP engagement in City services.

There appear to be adequate levels of bilingual staff to provide language services to City residents. However, the collection of data on LEP clients continues to vary across departments. Further analysis of data indicates that although there is a high number of overall client interactions reported, the actual proportion of LEP clients served is only 8 percent* of total client interactions, while the LEP population in the City is 21 percent (44 percent of the total population over age 5 speak a language other than English at home, 21 percent are Limited English Proficient). In order to resolve this discrepancy, City departments can implement more inclusive outreach methods to better engage LEP residents.



\$8.1 BILLION[†]

The City's Operating Budget for FY 2017-2018

\$12.4 MILLION[†]

Language Access Budget for FY 2017-2018

As a general trend, City departments have increased their budgets dedicated to LEP outreach and engagement. However, greater budgetary support is still warranted. In FY 2017-2018, departments reported spending \$12,600,868 to provide language services. When compared to the City's overall operating budget of \$9,415,980,284[†], the language access budget still represents less than 1 percent of the City's overall budget. Increasing the budget for language access services and public education on the availability of these services will likely increase the number of LEP individuals seeking City services.

*Numbers reported may include multiple interactions with the same client; Departments may be reporting bilingual interactions of any duration, not just LEP interactions.

[†] Data represented does not account for the following departments: Asian Art Museum, Fine Arts Museum, Recreation & Parks, and San Francisco International Airport.

LOOKING BACK

Reflecting on Previous Goals

Part of OCEIA's ongoing mission is to help City departments improve the quality of their language services. In the past year, OCEIA has made significant strides in the goals identified in the 2018 LAO Summary Report, including the following priorities:



Improve data collection mechanisms and update guidelines for annual reports

OCEIA staff met with 46 out of the 50 City departments required to file LAO reports. These consultations resulted in greater understanding of liaison duties, improved data collection mechanisms, concrete goal-setting with clear pathways to action, and an increased demand for trainings by OCEIA.



Create a language access advisory committee

In consultation with OCEIA, the Department of Elections formed a Language Access Advisory Committee (LAAC) to improve the quality of its language services. In particular, the LAAC played a key role in the implementation of and community education around Non-Citizen Registration and Voting (Proposition N, November, 2016).



Create a community language bank

In the last year, OCEIA hired staff to focus on this priority. OCEIA plans to launch a pilot program in the spring of 2019 to recruit and train bilingual community members to provide interpretation services to City departments and partnering nonprofit agencies.

LOOKING FORWARD

Recommendations and Priorities

As the findings demonstrate, the City has made steady progress in providing language services for the Limited English Proficient (LEP) population. However, it is clear that there is more that both City departments and OCEIA can do to improve LEP services.


In addition to monitoring departments' compliance with the LAO, OCEIA will take a closer look at departments' quality of service and engagement of LEP communities.

Priority areas for enhanced City services will include:

- Establishing citywide protocols for crisis and emergency response. Working in conjunction with first responder agencies, OCEIA will help create baseline language protocols to facilitate language access in crisis or emergency responses.
- Creating a Community Language Bank. OCEIA will implement a pilot program to train bilingual community members to provide interpretation services to City departments and partnering nonprofit agencies.

Priority areas for enhanced LEP education and engagement will include:

- Enhancing the effectiveness of the Language Access Community Grants Program.
- Urging departments to increase their budgets dedicated to LEP outreach and engagement.



Your experience is important to us!
Do you have feedback on language access services with City agencies?

Email OCEIA at
language.access@sfgov.org

LANGUAGE ACCESS

Technical Assistance

Language Access Academy

In addition to providing translation and interpretation support, OCEIA's Language Access & Policy Implementation Team offers consultations and trainings for City staff. These trainings range from basic presentations on the LAO to skill building and ongoing education.

Trainings can be tailored to fit a range of City employees, from English-speaking public outreach staff to bilingual employees interested in improving their language skill level. The Language Access Academy will continue to grow based on the needs of City staff and will include help for experienced interpreters and translators to maintain and grow their language skills.



Language Access Basics

LAO 101 for Public Contact Staff

Suited for employees in public contact positions, this explains basic duties to ensure language access compliance.

LAO Reporting for Language Access Liaisons

Mandatory for all new liaisons, this reviews LAO requirements and use of the Salesforce reporting tool. Returning liaisons may take this as a refresher course.

Language Access for Public Meetings

Best for communications staff, this provides an overview of best practices for outreach to and communication with Limited English Proficient (LEP) individuals.

To learn more about the Language Access Academy, email us at language.access@sfgov.org

Interpreter & Translator Modules

Interpreter Basics

Appropriate for all staff, this covers the basics in working with interpreters and/or providing bilingual support for meetings.

Interpretation for Bilingual Staff

Best for bilingual staff who want to improve their skills in supporting the public outreach and language access goals of their department.

Community Interpreter Training

A comprehensive 40-hour certification for City staff and community partners.

Fundamentals of Translation

Appropriate for all staff, this covers the basics of preparing materials for translation and best practices.

Translation for Bilingual Staff

Best for bilingual staff who want to improve their skills in supporting the public outreach and language access goals of their department.



BEST PRACTICES

Bilingual Staff

In San Francisco, we are fortunate to have choices when sourcing language services — a robust selection of vendors, excellent community partners with both linguistic and cultural competency, and a talented pool of bilingual City staff. With all these tools on hand, it can sometimes be difficult to determine which is most appropriate for each situation.



Bilingual Staff Is Best

Whether it is at a public service counter, answering phones, or conducting neighborhood outreach, City staff are the most knowledgeable about how the department works, what services are offered, and how to navigate public processes. Staff are more successful when they have access to the proper training and tools, such as language glossaries and frequently asked questions (FAQs).



Community Partners for Community Outreach

Just as department staff know best how their departments function, San Francisco's community-based organizations work in-language every day, helping LEP individuals access services. They can help provide feedback on the best ways to outreach to and communicate with LEP populations.



Vendors for Professional Expertise

While having bilingual staff is the best way to assist LEPs with accessing City services, there are times when they may not have the technical expertise needed. This is especially important for appeals or hearing processes, where precision with technical and legal language is vital.

These are broad guidelines for how departments can improve language services for San Francisco's LEP population. OCEIA's Language Access Unit provides consultations for departments to analyze and improve their internal systems, as well as trainings for staff to refine and grow their language access skills.

SNAPSHOT

of San Francisco

Despite its relatively small land size, high density, and growing unaffordability, San Francisco continues to rank among one of the country's most diverse and economically vibrant cities.

With over a third of San Francisco residents speaking a language other than English, language access services are critical to ensure full participation by immigrant and monolingual individuals for whom English is not a primary language. This includes residents as well as those who work in or travel to the city regularly to conduct business.



35%

Total foreign-born population in SF



864,263

Total population of SF



44%

SF residents over the age of 5 who speak a language other than English at home



40+

Languages spoken in San Francisco



21%

SF residents over the age of 5 who identify as LEP



160+

Languages spoken in SF Bay Area



1 in 3 SF Residents Is an Immigrant

With 35 percent of its residents born outside of the U.S., San Francisco is one of the most culturally and linguistically diverse cities in the country. This adds to the challenge of ensuring an equitable delivery of services.

SNAPSHOT

Supervisory Districts

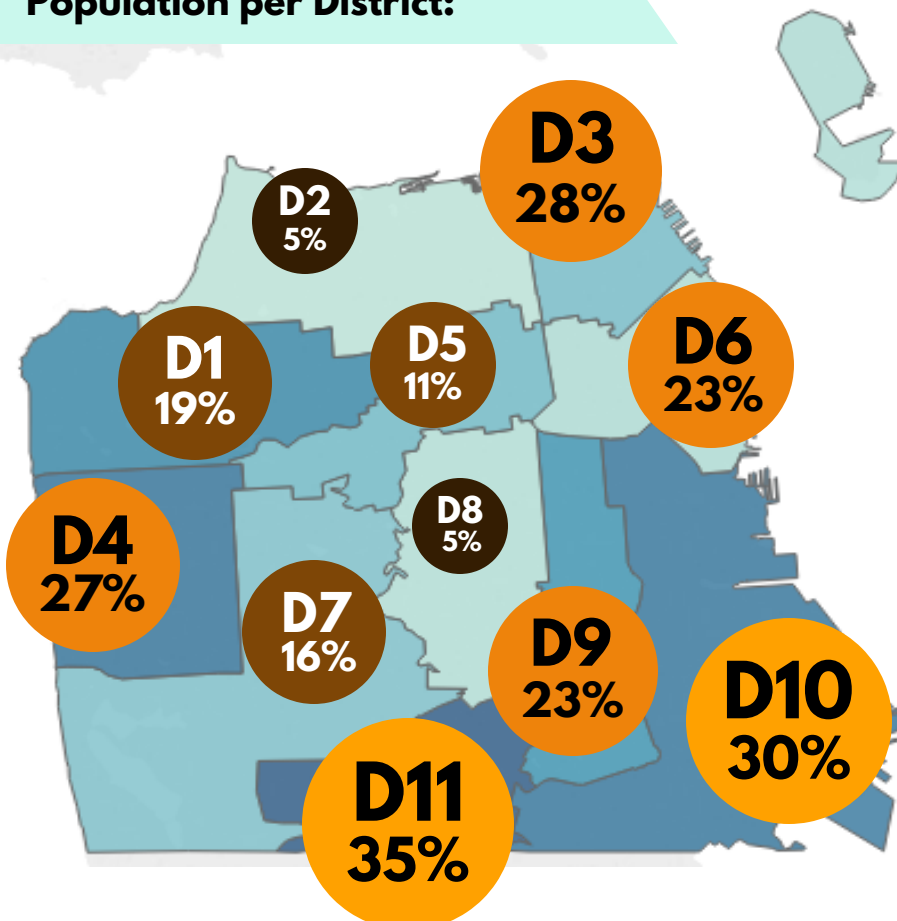
OCEIA's language diversity data maps can be used as a guide to identify where concentrations of LEP constituents live. This tool can be helpful in determining the dissemination of outreach and education materials to immigrant and LEP communities. However, these maps are based upon U.S. Census data and do not consider cultural preferences. Many LEP individuals are still drawn to cultural hubs (i.e. Chinatown, SOMA Pilipinas, and the Mission) and often seek in-language services in those areas, rather than where they live. OCEIA offers consultations to help navigate these considerations.

San Francisco Residents Who Identify as Limited English Proficient:

For full data on San Francisco's LEP population by supervisory district, neighborhood, and top five languages spoken, please visit:

sfgov.org/oceia/languages

Percentage of LEP Population per District:



D11	Total 28,639
D10	Total 23,703
D4	Total 21,671
D3	Total 20,505
D9	Total 17,738
D6	Total 16,365
D1	Total 14,932
D7	Total 11,502
D5	Total 7,924
D8	Total 3,582
D2	Total 3,476

Represents total population of Limited English Proficient individuals over the age of 5.

CITYWIDE COMPLIANCE

As OCEIA has expanded its work to provide more one-on-one and hands-on technical assistance to City departments to improve language services, departments have responded positively. In the past fiscal year, OCEIA's Language Access & Policy Implementation Team has trained City employees and provided technical assistance consultations and workshops to improve knowledge and delivery of language access services.

OCEIA will continue to work with departments to improve and standardize their data collection methods. The next step will be to enforce these standards consistently across all departments. Consequently, this means that some of the online dashboard data may display atypical trends as we bring all departments into alignment. However, the result will be improved data consistency across years and departments, allowing for more robust analysis of citywide and departmental progress.

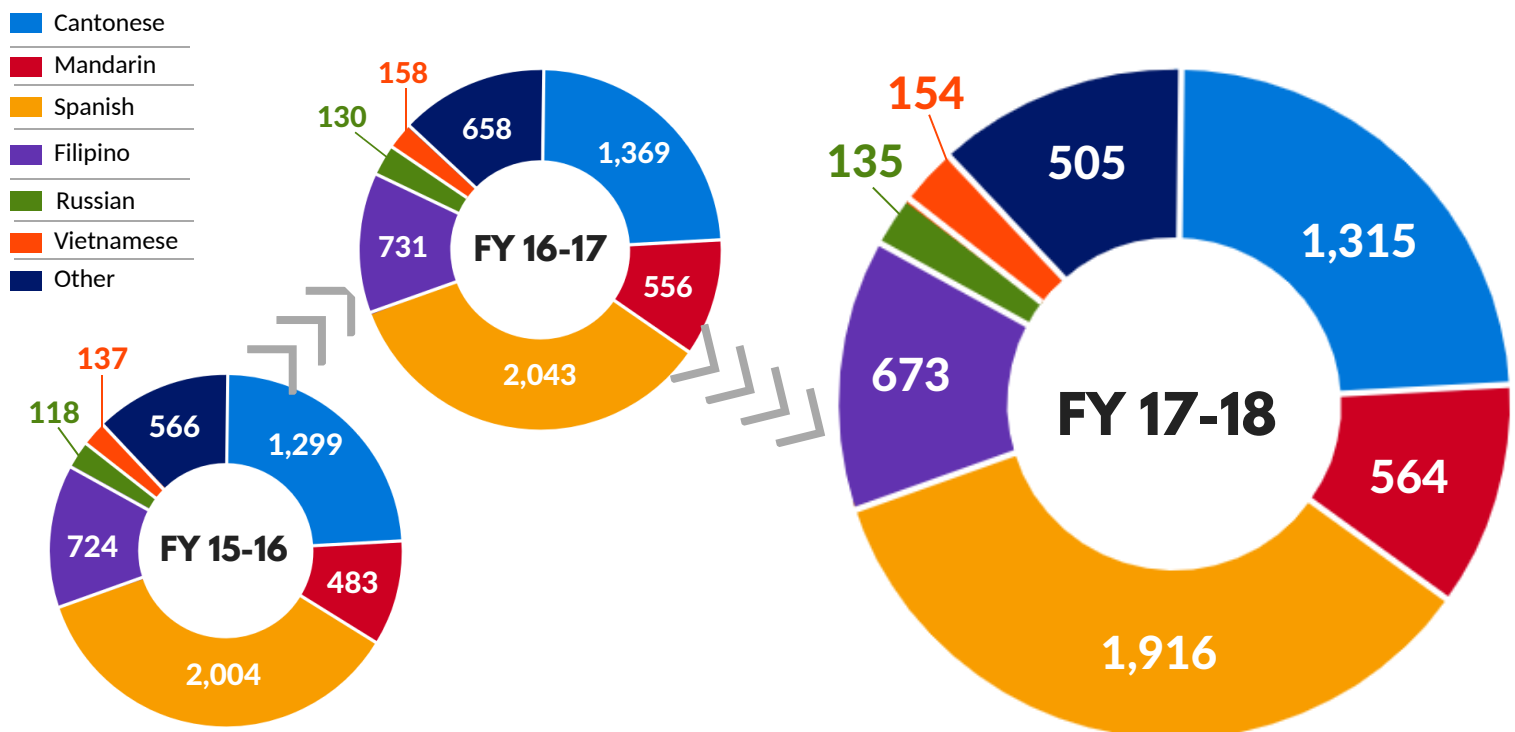
Visit us at sfgov.org/oceia/laoreport for complete:

Data on citywide service delivery to LEP clients

Departmental data and specific department reports

San Francisco Language Access Ordinance information

LANGUAGES SPOKEN BY PUBLIC CONTACT STAFF[†]



[†] Data represented does not account for the following departments: Asian Art Museum, Fine Arts Museum, Recreation & Parks, and San Francisco International Airport



DEPARTMENT HIGHLIGHTS



Examining data from the LAO report can help City departments and leaders determine how resources should be allocated for language services. By looking at the number of LEP clients served in comparison with the level of engagement with the public, departments can anticipate what types of services they will need.



Flip through pages 13-29 to view the complete list of Department Highlights.



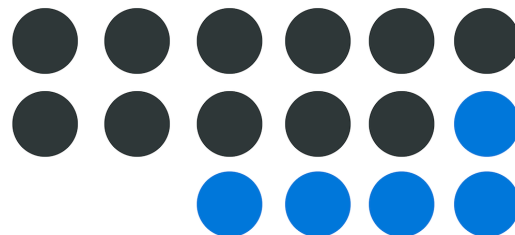
San
Francisco

311

TOTAL LEP
INTERACTIONS: **13,551**



5 OUT OF 16
PUBLIC CONTACT STAFF ARE **BILINGUAL**



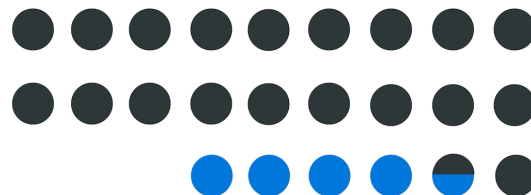
San
Francisco

ADULT PROBATION

TOTAL LEP
INTERACTIONS: **158**



23 OUT OF 118
PUBLIC CONTACT STAFF ARE **BILINGUAL**

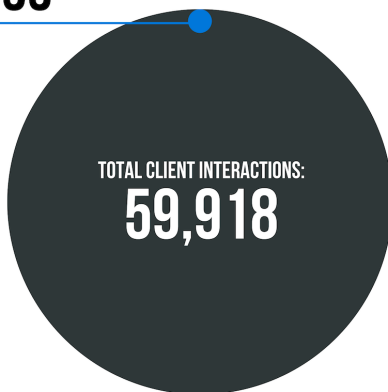


● = 5 PUBLIC CONTACT STAFF

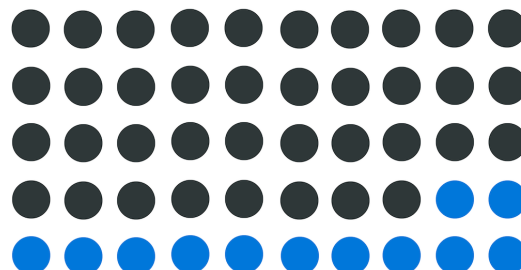
San
Francisco

ANIMAL CARE & CONTROL

TOTAL LEP
INTERACTIONS: **3,899**



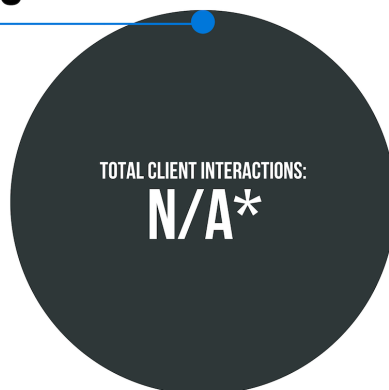
12 OUT OF 50
PUBLIC CONTACT STAFF ARE **BILINGUAL**



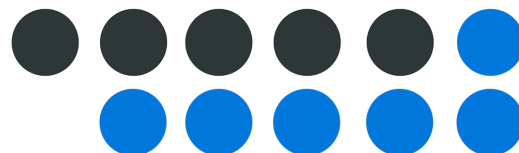


San Francisco
**ARTS
COMMISSION**

TOTAL LEP
INTERACTIONS: **329**



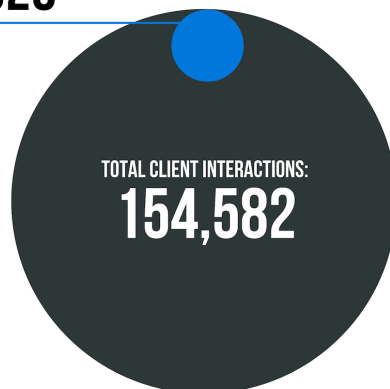
6 OUT OF 11
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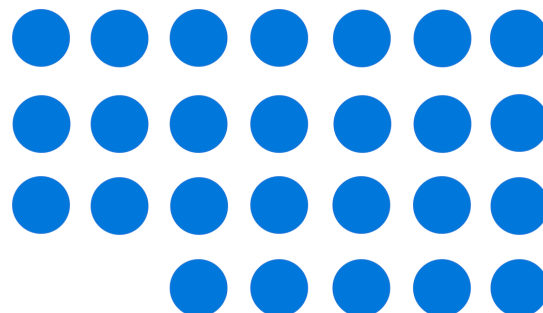
*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

San Francisco
**ASIAN
ART
MUSEUM**

TOTAL LEP
INTERACTIONS: **7,020**

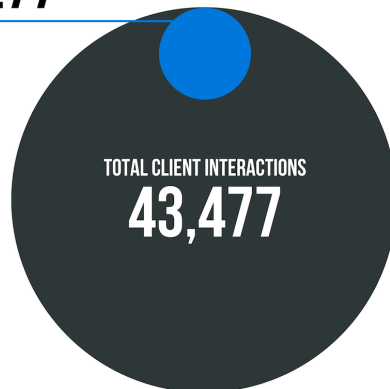


26 OUT OF 26
PUBLIC CONTACT STAFF ARE **BILINGUAL**

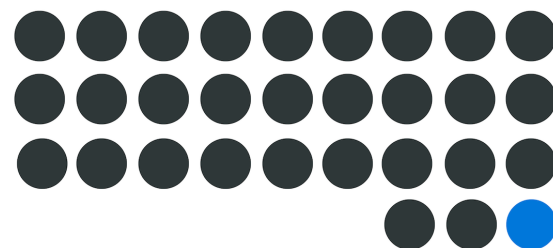


San Francisco
**ASSESSOR-
RECORDER**

TOTAL LEP
INTERACTIONS: **3,277**



5 OUT OF 150
PUBLIC CONTACT STAFF ARE **BILINGUAL**

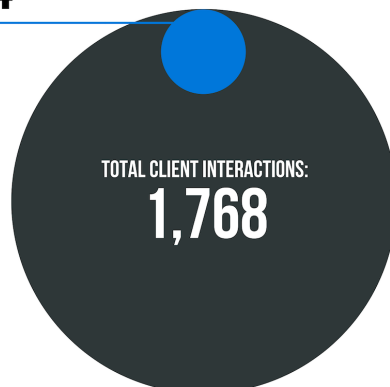


● = 5 PUBLIC CONTACT STAFF



San Francisco
**BOARD
OF
APPEALS**

TOTAL LEP
INTERACTIONS: **104**

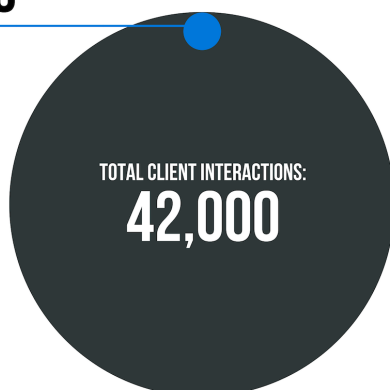


2 OUT OF 3
PUBLIC CONTACT STAFF ARE **BILINGUAL**



San Francisco
**BOARD
OF
SUPERVISORS**

TOTAL LEP
INTERACTIONS: **716**

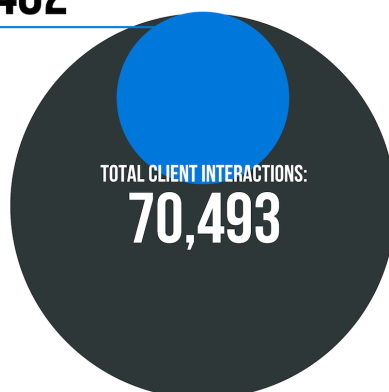


N/A* OUT OF 75
PUBLIC CONTACT STAFF ARE **BILINGUAL**

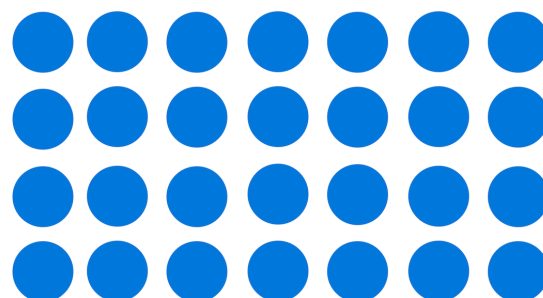
*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

San Francisco
Department of
**BUILDING
INSPECTION**

TOTAL LEP
INTERACTIONS: **14,482**



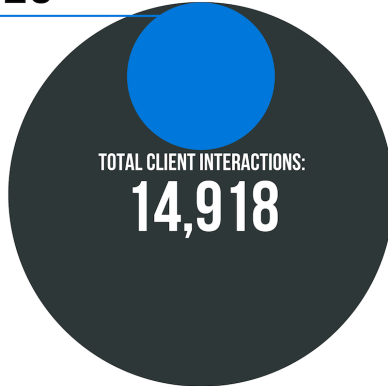
28 OUT OF 28
PUBLIC CONTACT STAFF ARE **BILINGUAL**





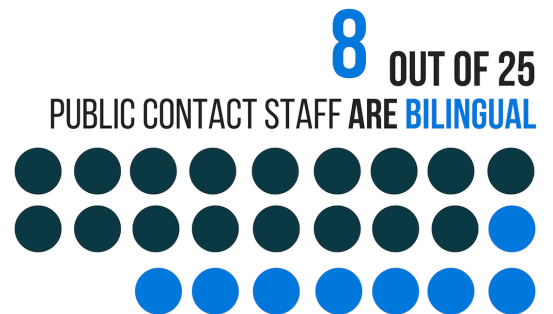
San Francisco
Department of
**CHILD
SUPPORT
SERVICES**

TOTAL LEP
INTERACTIONS: **2,923**



San Francisco
Department of
**CHILDREN,
YOUTH AND THEIR
FAMILIES**

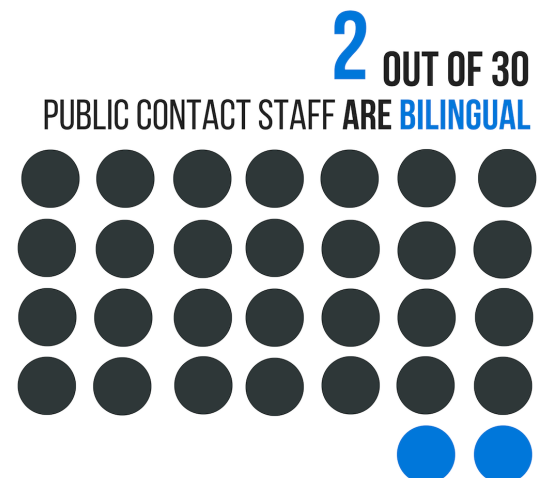
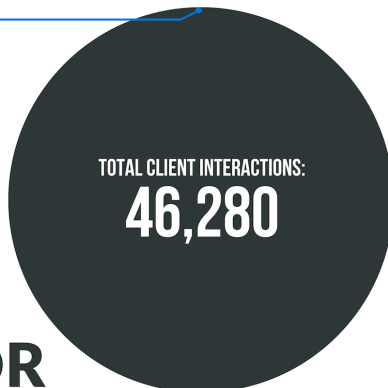
TOTAL LEP
INTERACTIONS: **2**



*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departemental

San Francisco
Office of
**CITY
ADMINISTRATOR**

TOTAL LEP
INTERACTIONS: **26**





San
Francisco
**CITY
HALL
EVENTS**

TOTAL LEP
INTERACTIONS: **156**

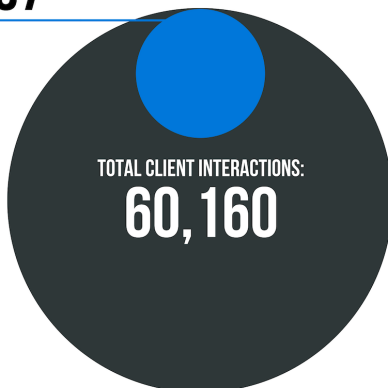


4 OUT OF 4
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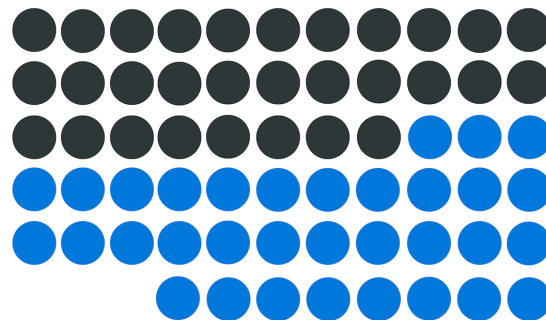


San
Francisco
Office of
**CIVIC
ENGAGEMENT &
IMMIGRANT
AFFAIRS**

TOTAL LEP
INTERACTIONS: **9,397**

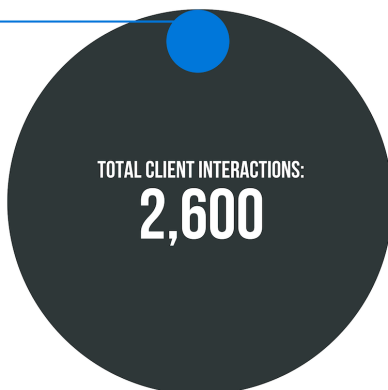


33 OUT OF 62
PUBLIC CONTACT STAFF ARE **BILINGUAL**

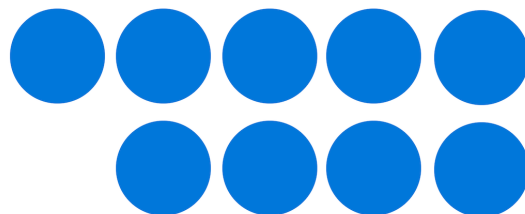


San
Francisco
**CONTROLLER'S
OFFICE**

TOTAL LEP
INTERACTIONS: **78**



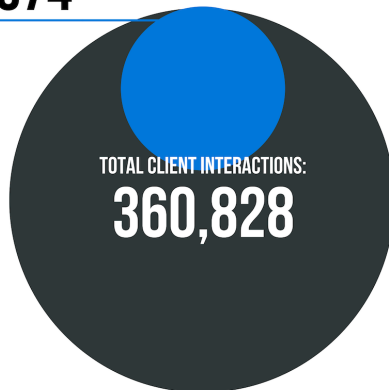
9 OUT OF 9
PUBLIC CONTACT STAFF ARE **BILINGUAL**



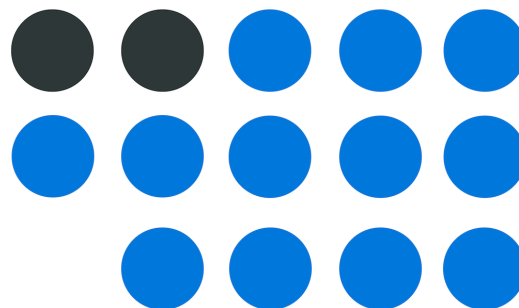


San
Francisco
**COUNTY
CLERK**

TOTAL LEP
INTERACTIONS: **76,674**

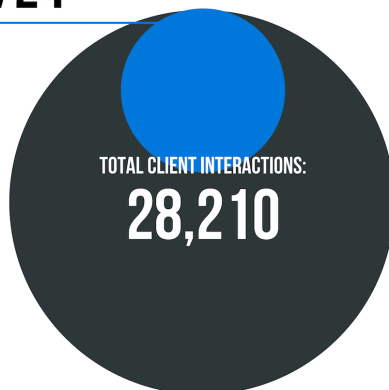


12 OUT OF 14
PUBLIC CONTACT STAFF ARE **BILINGUAL**

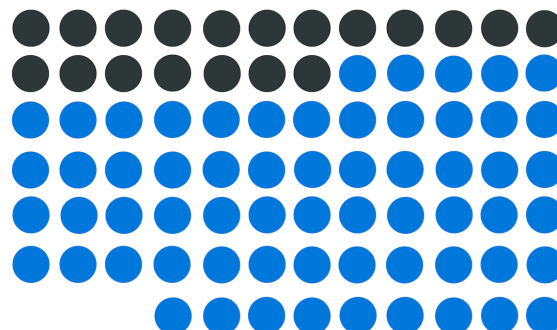


San
Francisco
**DISTRICT
ATTORNEY'S
OFFICE**

TOTAL LEP
INTERACTIONS: **2,724**

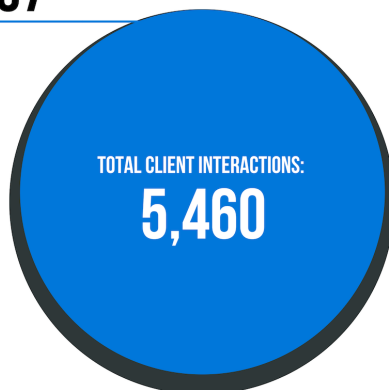


62 OUT OF 81
PUBLIC CONTACT STAFF ARE **BILINGUAL**

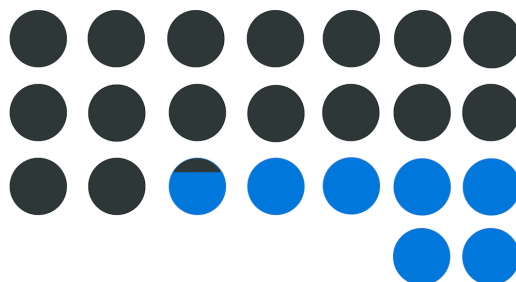


San
Francisco
Office of
**ECONOMIC &
WORKFORCE
DEVELOPMENT**

TOTAL LEP
INTERACTIONS: **4,807**



34 OUT OF 112
PUBLIC CONTACT STAFF ARE **BILINGUAL**

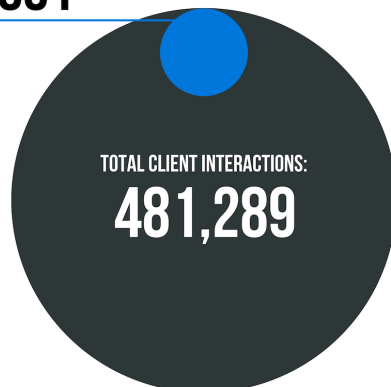


● = 5 PUBLIC CONTACT STAFF



San
Francisco
Department of
ELECTIONS

TOTAL LEP
INTERACTIONS: **35,881**

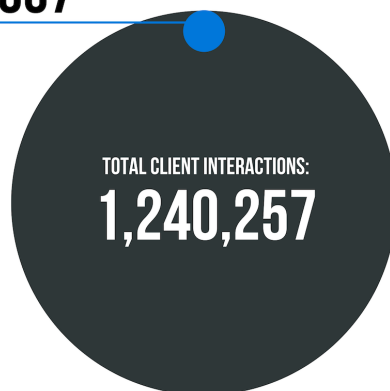


27 OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

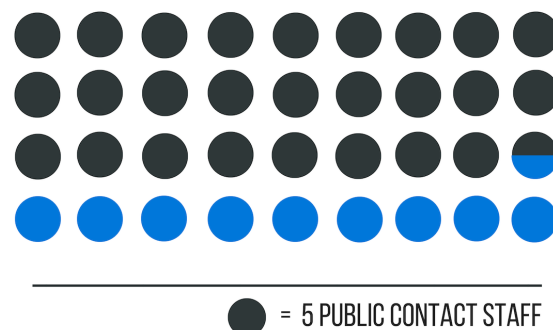
*Not reported by the department.
For the complete department report, visit:
sfgov.org/ocea/departmental

San
Francisco
Department of
**EMERGENCY
MANAGEMENT**

TOTAL LEP
INTERACTIONS: **18,007**

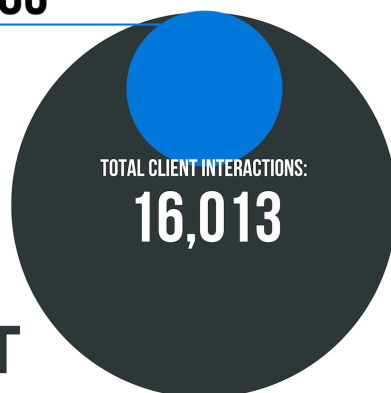


48 OUT OF 180
PUBLIC CONTACT STAFF ARE **BILINGUAL**

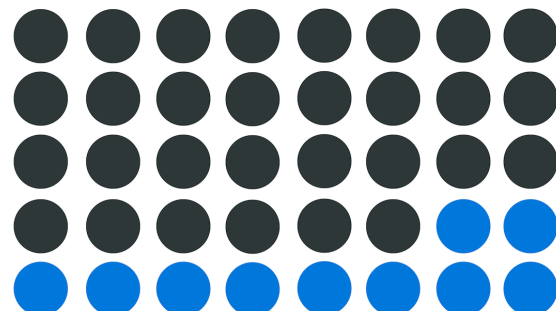


San
Francisco
Department of
ENVIRONMENT

TOTAL LEP
INTERACTIONS: **3,185**



10 OUT OF 40
PUBLIC CONTACT STAFF ARE **BILINGUAL**





San Francisco
ETHICS COMMISSION

TOTAL LEP INTERACTIONS: **0**

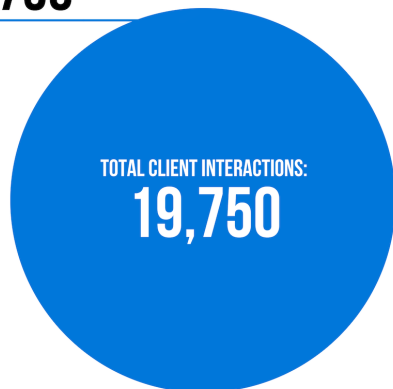


2 OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

San Francisco
FINE ARTS MUSEUMS

TOTAL LEP INTERACTIONS: **19,750**



N/A* OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

San Francisco
FIRE DEPARTMENT

TOTAL LEP INTERACTIONS: **N/A***



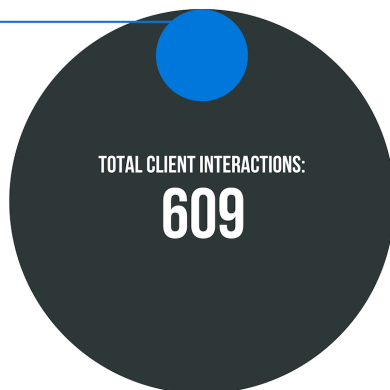
37 OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

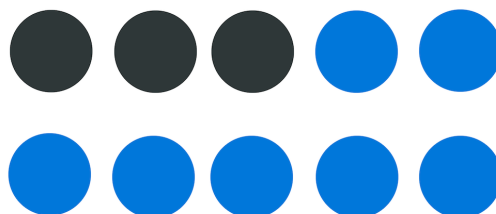


San Francisco
HUMAN RIGHTS COMMISSION

TOTAL LEP INTERACTIONS: **44**

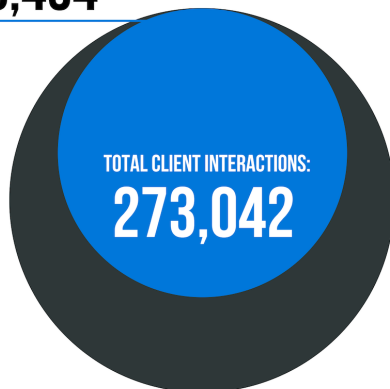


7 OUT OF 10
PUBLIC CONTACT STAFF ARE **BILINGUAL**

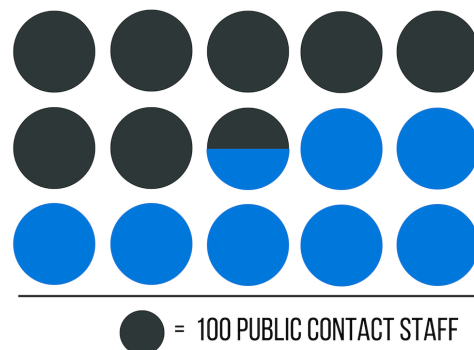


San Francisco
HUMAN SERVICES AGENCY

TOTAL LEP INTERACTIONS: **128,434**

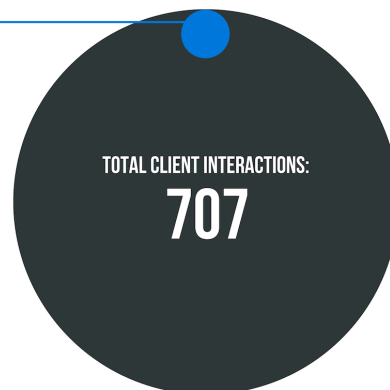


752 OUT OF 1,494
PUBLIC CONTACT STAFF ARE **BILINGUAL**



San Francisco
JUVENILE PROBATION DEPARTMENT

TOTAL LEP INTERACTIONS: **19**



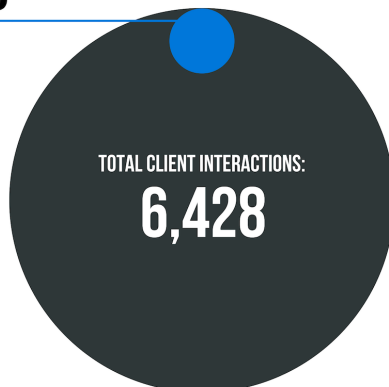
41 OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

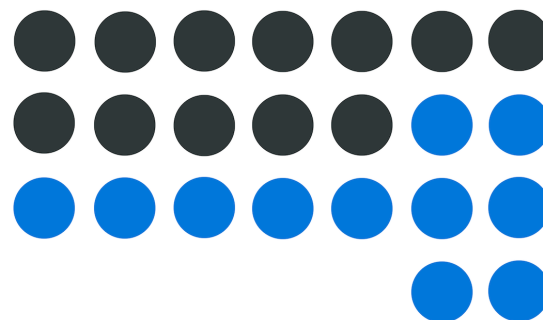


San Francisco
Office of
**LABOR
STANDARDS
ENFORCEMENT**

TOTAL LEP
INTERACTIONS: **308**

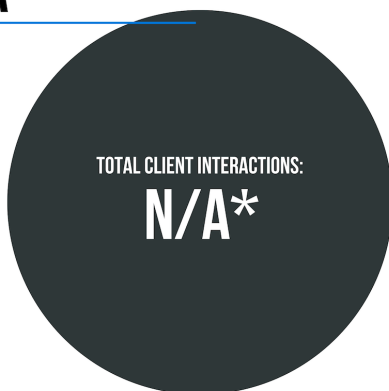


11 OUT OF 23
PUBLIC CONTACT STAFF ARE **BILINGUAL**



San Francisco
**MAYOR'S
OFFICE**

TOTAL LEP
INTERACTIONS: **N/A***

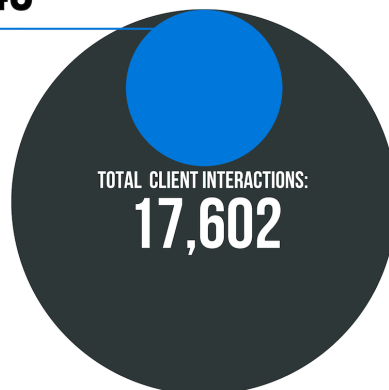


N/A* OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

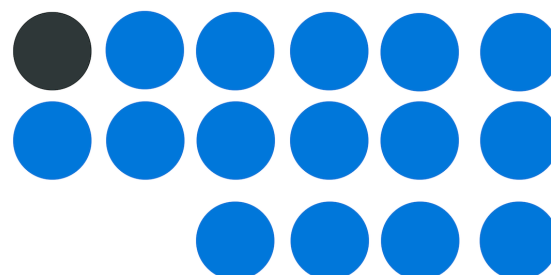
*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

San Francisco
**MAYOR'S
OFFICE OF
HOUSING &
COMMUNITY
DEVELOPMENT**

TOTAL LEP
INTERACTIONS: **3,640**



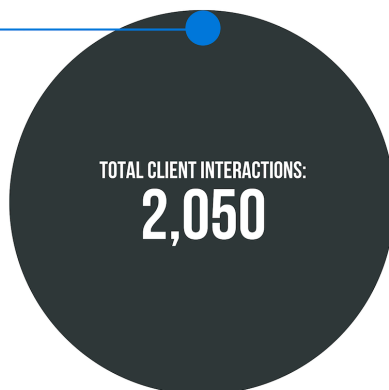
15 OUT OF 16
PUBLIC CONTACT STAFF ARE **BILINGUAL**





San Francisco
**MAYOR'S
OFFICE ON
DISABILITY**

TOTAL LEP
INTERACTIONS: **19**

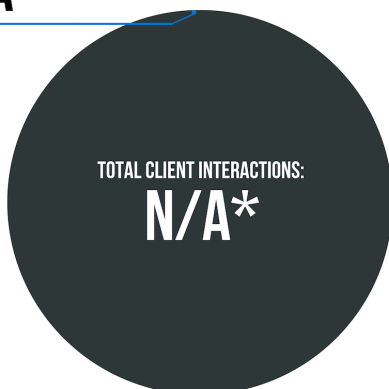


2 OUT OF 4
PUBLIC CONTACT STAFF ARE **BILINGUAL**



San Francisco
**MEDICAL
EXAMINER**

TOTAL LEP
INTERACTIONS: **N/A***



N/A* OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

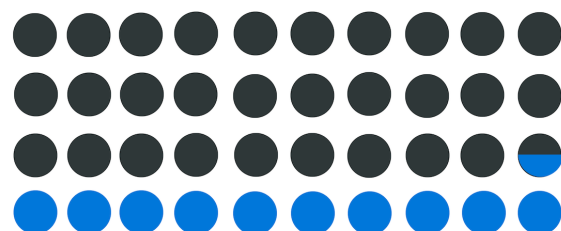
*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

San Francisco
**MUNICIPAL
TRANSPORTATION
AGENCY**

TOTAL LEP
INTERACTIONS: **11,496**



177 OUT OF 299
PUBLIC CONTACT STAFF ARE **BILINGUAL**

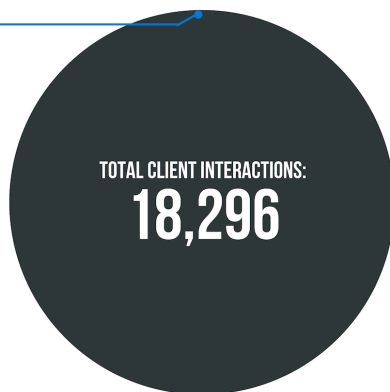


● = 10 PUBLIC CONTACT STAFF

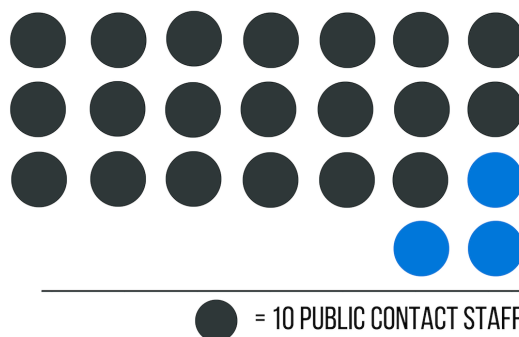


San Francisco
**PLANNING
DEPARTMENT**

TOTAL LEP
INTERACTIONS: **92**

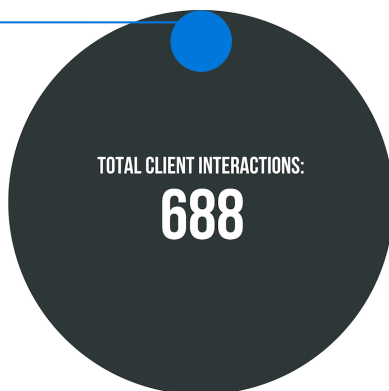


30 OUT OF 234
PUBLIC CONTACT STAFF ARE **BILINGUAL**



San Francisco
**DEPARTMENT OF
POLICE
ACCOUNTABILITY**

TOTAL LEP
INTERACTIONS: **22**

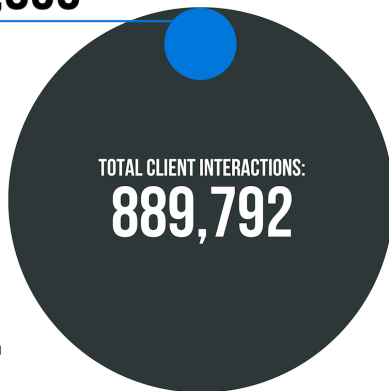


4 OUT OF 4
PUBLIC CONTACT STAFF ARE **BILINGUAL**

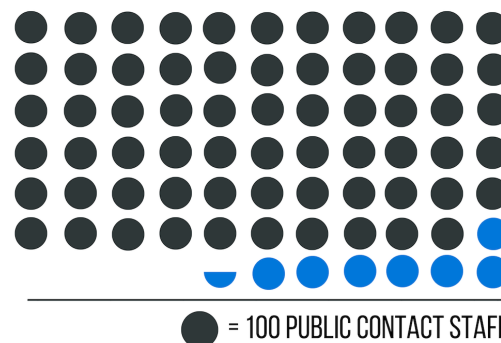


San Francisco
**POLICE
DEPARTMENT**

TOTAL LEP
INTERACTIONS: **24,836**



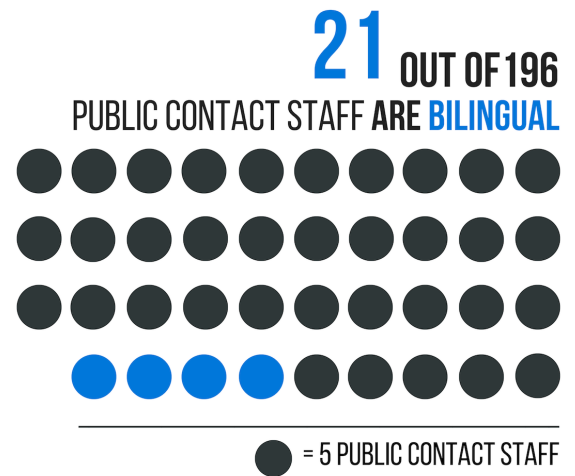
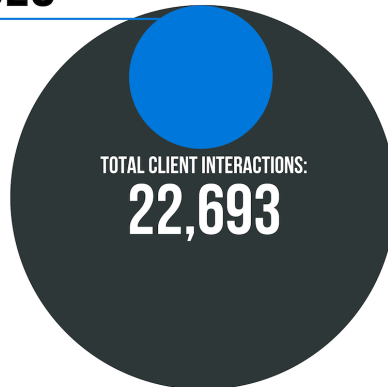
762 OUT OF 7,263
PUBLIC CONTACT STAFF ARE **BILINGUAL**





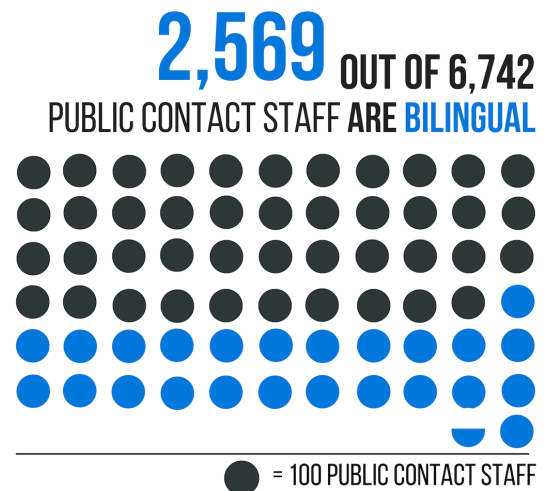
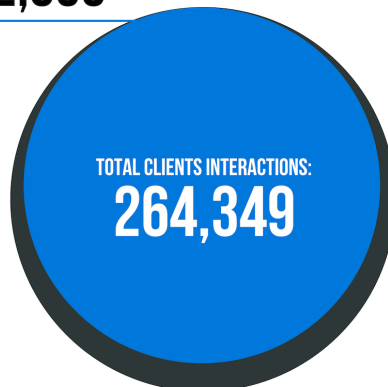
San Francisco
PUBLIC DEFENDER'S OFFICE

TOTAL LEP INTERACTIONS: **3,928**



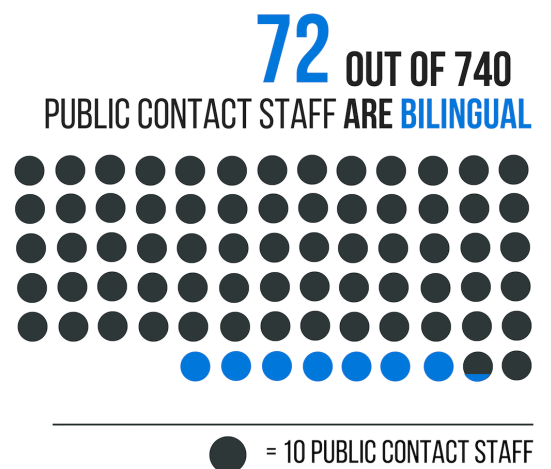
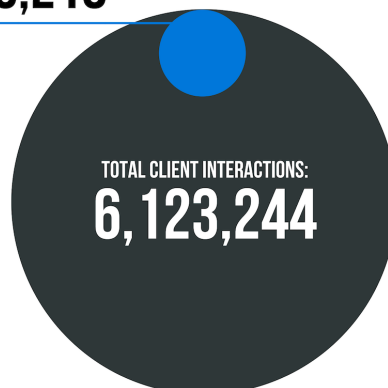
San Francisco
Department of
PUBLIC HEALTH

TOTAL LEP INTERACTIONS: **222,053**



San Francisco
PUBLIC LIBRARY

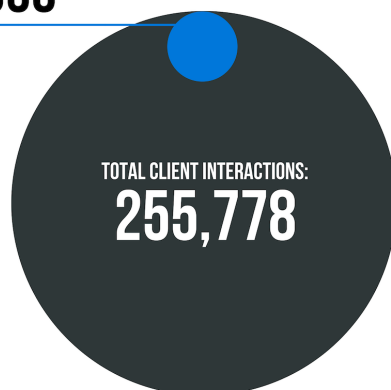
TOTAL LEP INTERACTIONS: **296,218**



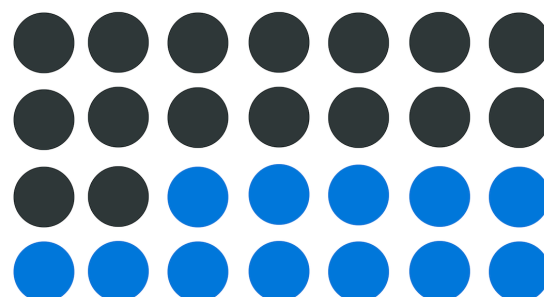


San Francisco
PUBLIC UTILITIES COMMISSION

TOTAL LEP INTERACTIONS: **9,550**

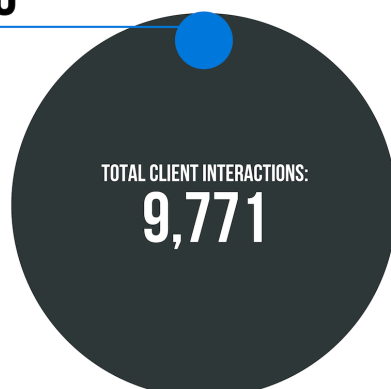


12 OUT OF 28
PUBLIC CONTACT STAFF ARE **BILINGUAL**

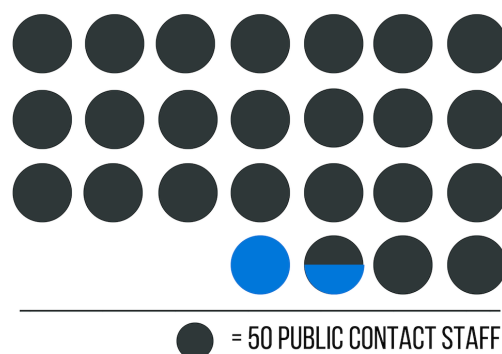


San Francisco
Department of
PUBLIC WORKS

TOTAL LEP INTERACTIONS: **336**

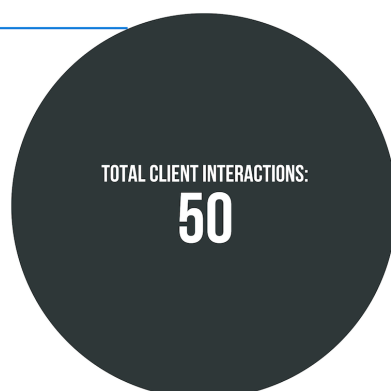


70 OUT OF 1,245
PUBLIC CONTACT STAFF ARE **BILINGUAL**

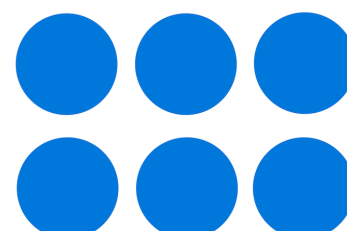


San Francisco
REAL ESTATE DIVISION

TOTAL LEP INTERACTIONS: **0**



6 OUT OF 6
PUBLIC CONTACT STAFF ARE **BILINGUAL**

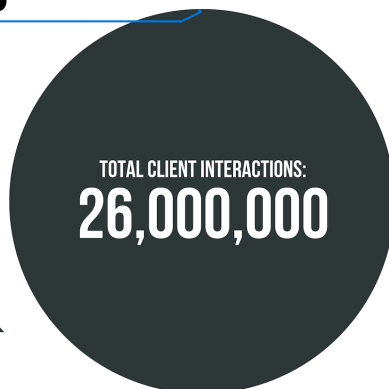




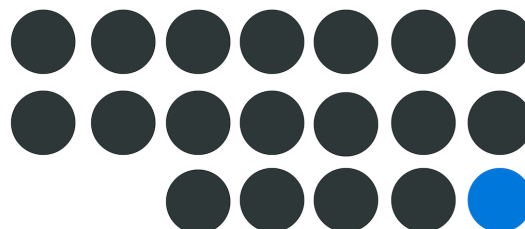
San
Francisco

RECREATION & PARKS

TOTAL LEP
INTERACTIONS: **223**



110 OUT OF 1,900
PUBLIC CONTACT STAFF ARE **BILINGUAL**

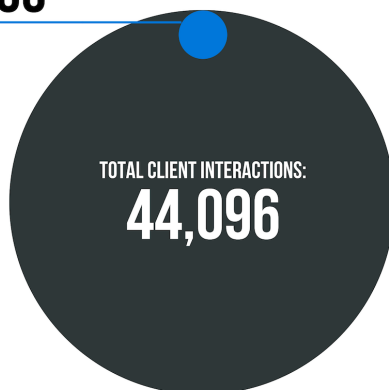


● = 100 PUBLIC CONTACT STAFF

San
Francisco

RENT BOARD

TOTAL LEP
INTERACTIONS: **6,760**



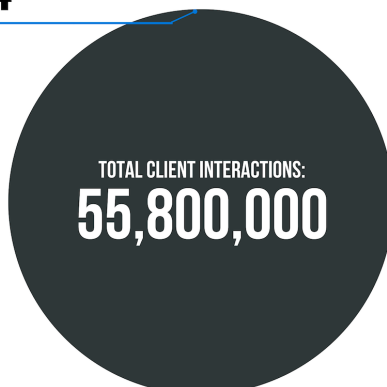
6 OUT OF 12
PUBLIC CONTACT STAFF ARE **BILINGUAL**



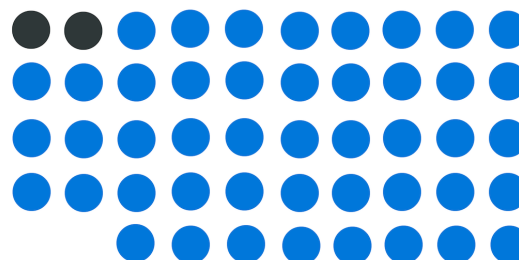
San
Francisco
International

AIRPORT

TOTAL LEP
INTERACTIONS: **734**



231 OUT OF 239
PUBLIC CONTACT STAFF ARE **BILINGUAL**



● = 5 PUBLIC CONTACT STAFF



San
Francisco
**SHERIFF'S
DEPARTMENT**

TOTAL LEP
INTERACTIONS: **26,884**

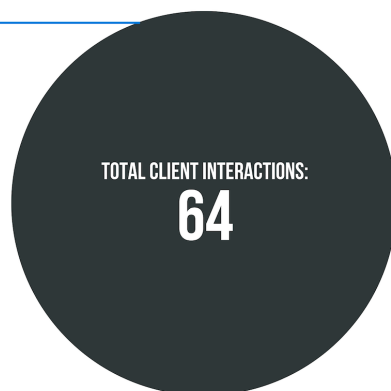


120 OUT OF N/A*
PUBLIC CONTACT STAFF ARE **BILINGUAL**

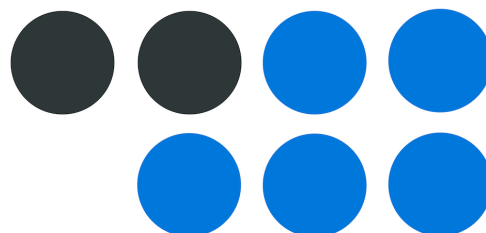
*Not reported by the department.
For the complete department report, visit:
sfgov.org/oceia/departmental

San
Francisco
**STATUS OF
WOMEN**

TOTAL LEP
INTERACTIONS: **0**

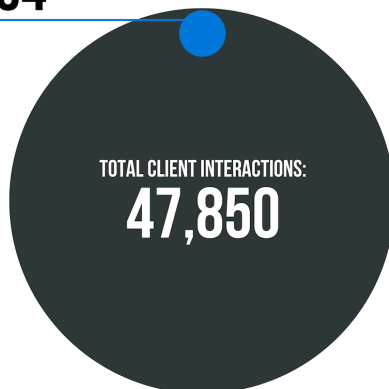


5 OUT OF 7
PUBLIC CONTACT STAFF ARE **BILINGUAL**

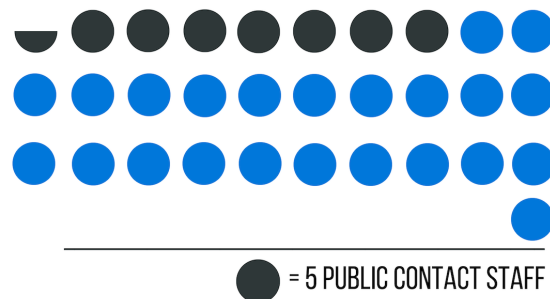


San
Francisco
**TREASURER &
TAX COLLECTOR**

TOTAL LEP
INTERACTIONS: **1,234**



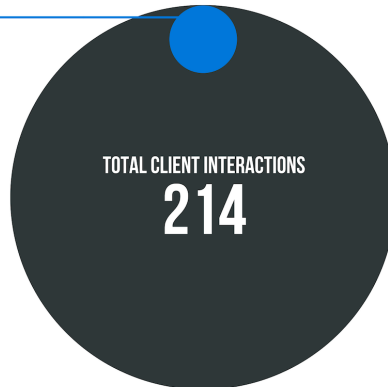
114 OUT OF 153
PUBLIC CONTACT STAFF ARE **BILINGUAL**



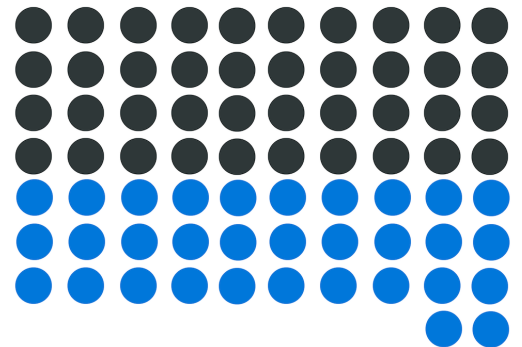


San Francisco
**WAR
MEMORIAL**

TOTAL LEP
INTERACTIONS: **11**

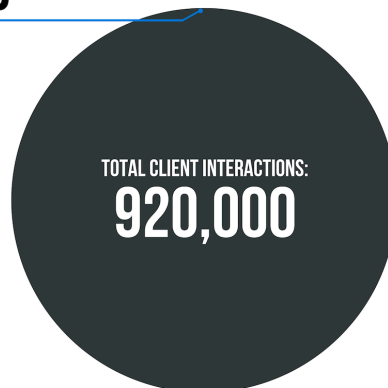


32 OUT OF TOTAL 72
PUBLIC CONTACT STAFF ARE **BILINGUAL**

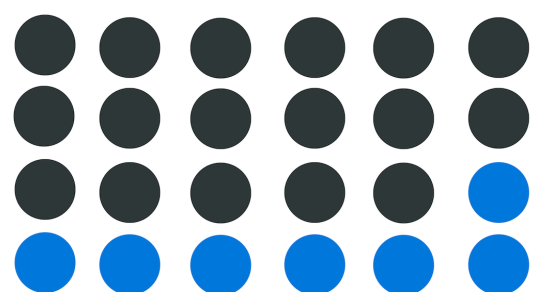


San Francisco
ZOO

TOTAL LEP
INTERACTIONS: **255**



7 OUT OF TOTAL 24
PUBLIC CONTACT STAFF ARE **BILINGUAL**



To view the complete
Departmental Dashboards, visit:

sfgov.org/oceia/departmental

For full data on San Francisco's LEP
population by supervisorial district,
neighborhood, and top five languages
spoken, please visit:

sfgov.org/oceia/languages



Frequently Used Language Access Terms

LAO

The Language Access Ordinance, San Francisco Administrative Code, Section 91, places certain requirements upon City agencies to ensure that public services are accessible to all people, regardless of language ability.

LEP

Limited English Proficient is used to refer to people who do not speak English as a primary language and who have limited ability to read, write, speak, or understand English.

San Francisco's Threshold Languages

The LAO requires City departments to provide language access services in Chinese, Spanish, and Filipino. Languages are certified by OCEIA once they reach a population threshold of 10,000 LEP residents.

Filipino vs. Tagalog

Filipino is the official language of the Philippines, which is based on the Tagalog language and uses terminology from other Philippine languages. Tagalog is widely spoken and is the predominant language spoken in the National Capital Region of Manila.

Interpretation vs. Translation

Interpretation is *spoken*. Translation is *written*. These two terms are not interchangeable, but reflect two different types of language services.



DEPARTMENTAL DATA FOR FY 2018-2019

CITY DEPARTMENTS

311

Adult Probation

Animal Care and Control

Arts Commission

Asian Art Museum

Assessor-Recorder

Board of Appeals

Board of Supervisors

Building Inspection

Child Support Services

Children, Youth and Their Families

City Administrator

City Hall Events

Civic Engagement and Immigrant Affairs

Controller's Office

County Clerk

District Attorney

Economic and Workforce Development

Elections

Emergency Management

Environment

Ethics Commission

Fine Arts Museums of San Francisco

Fire Department

Human Rights Commission

Human Services Agency

Juvenile Probation

Labor Standards Enforcement

Mayor's Office

Mayor's Office of Housing and Community
Development

Mayor's Office on Disability

Medical Examiner

Municipal Transportation Agency

Planning Department

Police Accountability

Police Department

Public Defender's Office

Public Health

Public Library

Public Utilities Commission

Public Works

Real Estate Division

Recreation and Parks

Residential Rent Stabilization and
Arbitration Board (Rent Board)

San Francisco International Airport

Sheriff's Department

Status of Women

Treasurer and Tax Collector

War Memorial

San Francisco Zoo



ABOUT OCEIA

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is a policy, compliance, direct services, and grant making office. OCEIA's mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic, and linguistic integration. OCEIA seeks a safe, engaged, and inclusive San Francisco where everyone can contribute and thrive.

OCEIA'S PROGRAMS & INITIATIVES



Community Safety



Civic Engagement



Grant Making



Integrated Immigrant Services



Language Access

