

SAN FRANCISCO HAS ONE OF THE STRONGEST LANGUAGE ACCESS LAWS IN THE COUNTRY, BUT WE HAVE A LOT OF WORK TO DO TO MAKE SURE IT IS WORKING FOR EVERYONE.

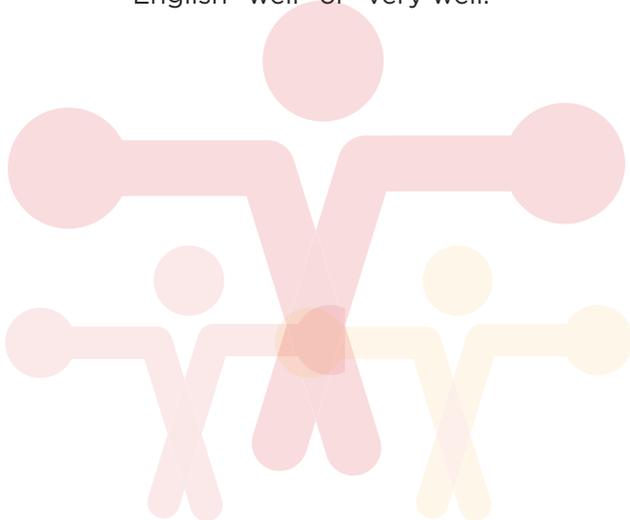
Approximately 34% of San Francisco residents are immigrants.

44% of San Franciscans speak a language other than English at home.

The largest language groups in San Francisco are Chinese, Spanish, Tagalog, and Russian.

Nearly half of San Francisco's residents speak a language other than English at home.

14% of San Francisco households are "linguistically isolated" with no one over the age of 14 indicating they can speak English "well" or "very well."



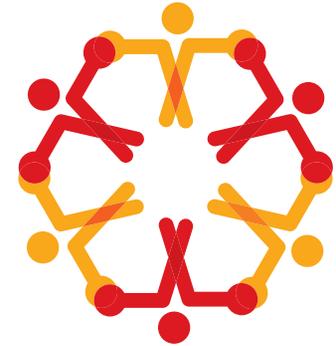
THE FOLLOWING DEPARTMENTS MUST COMPLY WITH THE LANGUAGE ACCESS ORDINANCE

SOME YOU MAY KNOW:

- Airport
- Elections Department
- Fire Department
- Human Service Agency
- Municipal Transportation Agency (MUNI)
- Police Department
- Public Health Department
- Public Libraries
- Recreation and Parks
- Sheriff's Office
- Treasurer and Tax Collector
- San Francisco Zoo

SOME YOU MAY NOT KNOW, BUT STILL HAVE TO COMPLY:

- Adult Probation
- Assessor Recorder
- Building Inspection
- Building Management at City Hall
- District Attorney
- Emergency Management
- Environment agency
- Juvenile Probation
- Office of Economic and Workforce Development
- Planning Department
- Public Defender
- Public Utilities Commission
- Public Works
- Residential Rent Stabilization and Arbitration Board



LANSF

LANGUAGE ACCESS NETWORK OF SAN FRANCISCO

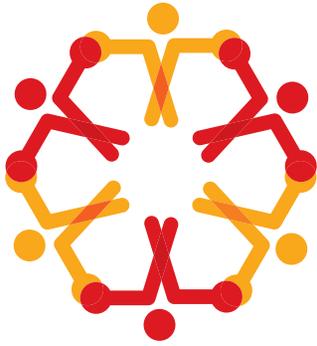
THE LANGUAGE ACCESS ORDINANCE (LAO) REQUIRES MAJOR CITY DEPARTMENTS TO ENSURE THEY CAN SERVE INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY.

Language access means equal access to government services for all.

A guide from the Language Access Network of San Francisco (LANSF)

- African Advocacy Network - 415-503-1032
- Arab Resource & Organizing Center - 415-861-7444
- Bernal Heights Neighborhood Center - 415-206-2140
- Central American Resource Center - 415-642-4400
- Chinese for Affirmative Action - 415-274-6750
- Filipino Community Center - 415-333-6267
- Mujeres Unidas y Activas - 415-621-8140
- PODER - 415-431-4210

LANSF IS A GRANTEE OF OCEIA'S COMMUNITY GRANTS



LAO REQUIRES THAT MAJOR CITY DEPARTMENTS DO THE FOLLOWING FOR SPANISH, CHINESE, AND TAGALOG:

1.

Have *sufficient bilingual staff* in public contact positions, such as front-desk clerks, receptionists, and case workers who regularly interact with the public.

2.

Translate written materials that provide vital information about programs and services, such as benefits or services, eligibility, competency tests, and appeals.

3.

Have *publicly posted notices* that translated materials and bilingual staff are available.

NOTE: MOST CITY DEPARTMENTS SHOULD HAVE TELEPHONIC INTERPRETATION IF NO BILINGUAL STAFF IS AVAILABLE.



THE RIGHT TO INTERPRETATION:

The LAO requires that all City departments inform limited English speakers, in their native language, of their right to request interpretation. This applies to all languages spoken in San Francisco.

PUBLIC MEETINGS AND HEARINGS

The LAO requires that public meetings and hearings for City Boards, City Commissions, and City Departments shall provide oral interpretation if a request is made at least 48 hours in advance.

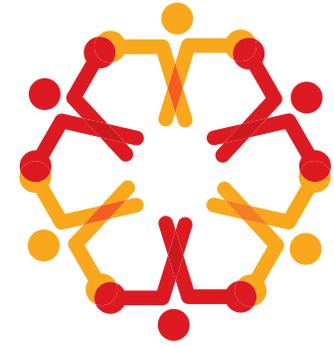
HAVE YOU EXPERIENCED A LANGUAGE ACCESS VIOLATION?

Did you request interpretation and you were denied?

Were there no bilingual staff who could speak Spanish, Chinese, or Tagalog?

Was an important form or letter not translated?

If you experienced a violation, consider filing a complaint so it can be documented for the city department and so improvements can be made.



HOW TO FILE A COMPLAINT

The LAO requires that each city department allow for complaints to be made via telephone or complaint form. If no telephone line or complaint form is available, you can still file a complaint by:

1.

Contacting an agency of the Language Access Network, listed on the front of this brochure.

2.

Call 311. Tell the operator the language service that was needed, the date and time of the incident, and the department or service you were trying to access.

3.

Contact the Office of Civic Engagement and Immigrant Affairs. Call 415-554-5098 or email civic.engagement@sfgov.org.