

**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.**

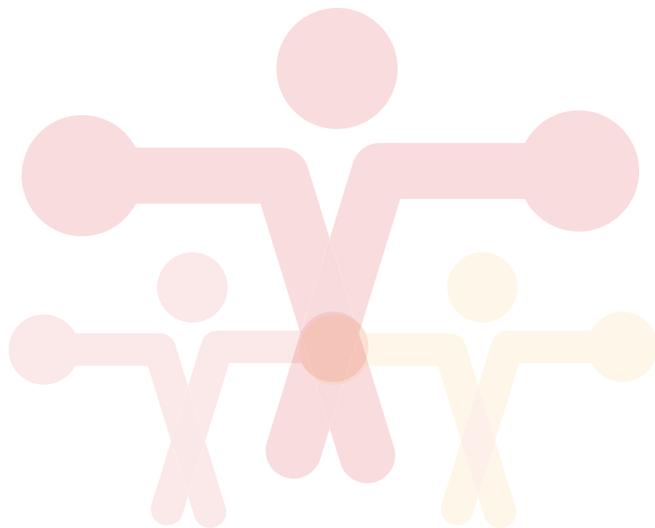
Approximately 36% of San Francisco residents are immigrants.

45% 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.

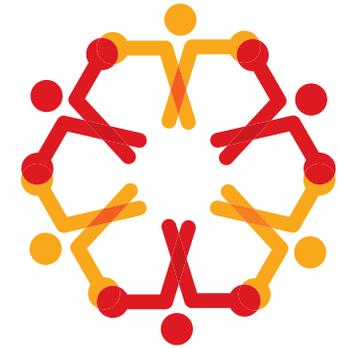
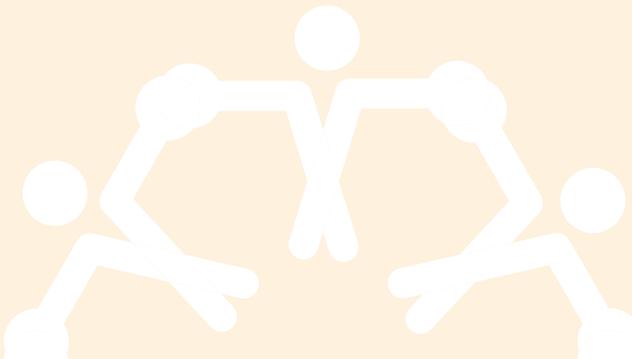
14% of San Francisco households are "linguistically isolated" with no one over the age of 14 indicating they can speak English "well" or "very well."



**ALL CITY DEPARTMENTS MUST COMPLY WITH THE LANGUAGE ACCESS ORDINANCE**

**SOME OF THE MORE CRITICAL DEPARTMENTS INCLUDE:**

- Airport
- District Attorney
- Elections and Voting
- Emergency Services
- Fire Department
- Police Department
- Hospitals and Clinics
- Housing
- Libraries
- Public Benefits (Food Stamps & Medi-Cal)
- Public Parks
- Public Transportation
- Public Utilities (Water, Electricity)
- Rent Board
- Sheriff's Office
- Tax Collector



**LANSF**

**LANGUAGE ACCESS NETWORK  
OF SAN FRANCISCO**

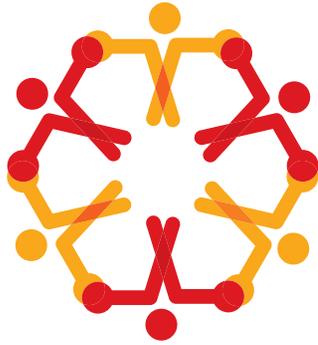
**THE LANGUAGE ACCESS ORDINANCE (LAO) REQUIRES MAJOR CITY DEPARTMENTS TO ENSURE THEY CAN SERVE INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY.**

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  
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 ALL PUBLIC-SERVING CITY DEPARTMENTS DO THE FOLLOWING FOR SPANISH, CHINESE, AND FILIPINO:

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.**



### RIGHT TO REQUEST TRANSLATION:

The LAO requires that all City departments inform limited English speakers, in their native language, of their right to request translation services. 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.

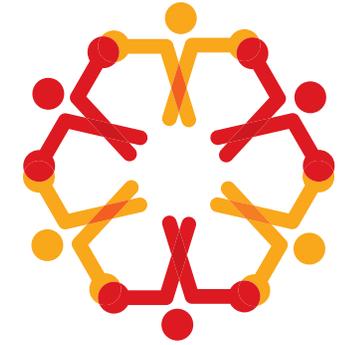
### HAVE YOU EXPERIENCED A LANGUAGE ACCESS VIOLATION?

Did you request interpretation and you were denied?

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

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 Office of Civic Engagement and Immigrant Affairs (OCEIA) is responsible for collecting and investigating language access complaints. Complaint forms are available in English, Chinese, Spanish, Filipino, and Russian.

To file a complaint:

1.

Contact an agency of the Language Access Network, listed on the front of this brochure; or

2.

Contact OCEIA. Call 415-581-2360 or email [civic.engagement@sfgov.org](mailto:civic.engagement@sfgov.org)