

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2016 SEP 20 AM 11:15

ATTACHMENT F



CITY OF OAKLAND

CITY ADMINISTRATOR'S OFFICE | 1
FISCAL YEAR 2015-2016


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: CAO
FISCAL YEAR: 2015-16

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, STEPHANIE HOM, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the City Administrator's Office was submitted on July 7, 2016.

 7/3/16
Signature & Date

Stephanie Hom, Deputy City Administrator
Print Name & Title

PART II Quantitative Assessment

CITY ADMINISTRATOR'S OFFICE (CAO)

Sabrina B. Landreth City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor, Oakland, CA 94612 phone: (510) 238-3301 fax: (510) 238-2223 email: cityadministrator@oaklandnet.com	Winnie Woo Executive Assistant 1 Frank H. Ogawa Plaza, 3rd Floor, Oakland, CA 94612 phone: (510) 238-6369 fax: (510) 238-2223 email: wwoo@oaklandnet.com	Alexandra Orologas Assistant to the City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6587 fax: (510) 238-2223 Email: arologas@oaklandnet.com
--	--	---

Animal Services	1 SP	1 CH	5 SP	2 CH	YES	YES
Citizen's Police Review Board	1 SP	1 CH	2 SP	1 CH	YES	YES*

SP - Spanish, CH - Chinese

City Administrator - Administration Unit
Animal Services
Budget Office
Citizen's Police Review Board
Contracts & Compliance
Employee Relations
Equal Opportunity Programs
Employment Services Unit
Public Ethics Commission

Local Business & 15% Apprenticeship Brochure			
Prompt Payment Bulletin	X		X
Local & Small Local Business Enterprise Program			
Oakland Apprenticeship Workforce Development Partnership System			
About Us - OAKLAND ANIMAL SERVICES	X		X
After Hours Cages Information Card			
Animal Control Agencies in Alameda County			
Cat Adoption - ACR #			
Cat Adoption Questionnaire/Health Sheet	X		X

Cats and Scratching	X	X
Children and Dogs	X	X
City of Oakland Dog License Fee Waiver Application for Service Dogs		
Compliance Notice		
Dead Animal Removal Form		
Did you know that RABBITS:	X	X
Dog Adoption ACR		
Dog Adoption Questionnaire	X	X
Dog Tips	X	X
Dogs in Oakland	X	X
Evidence Tag		
Feral Cat Surrender Form		
Foster Agreement		
Fowl in Oakland	X	X
Free First Exam (New Adopters)		
Free Program (Spray and Neuter Surgery for Cats)		
Installing a Dog Trolley System		
Introducing Cats and Dogs	X	X
Introducing Cats to Cats	X	X
Introducing Dogs to Dogs	X	X
List of Oakland Animal Services	X	X
Myths and Facts about Spaying and Neutering	X	X
NOTICE - Selling of Animals	X	X
Oakland Animal Control Regulation (6.04.241 Spay/Neuter)		
OAS Animal Noise Control		
OAS Dog Foster Program		
Owner Surrender Agreement		
Potentially Dangerous Dog Permit	X	X
Preventing Litter Box Programs/Cats	X	X
Proper Outdoor Shelter For Your Dog		
Puppy Houstraining	X	X
Rabbit Adoption Questionnaire	X	X
Rabies Control Disposition Notice	X	X
Rabies Control Investigative Report		
Rabies Vaccination Certificate		
Request for Post Seizure Hearing		
Spay/Neuter Appointment		
Statement of Account	X	X
Statement of Buyer (No Warranty)	X	X
To Adopt You Must:	X	X
Veterinary Clinics in Oakland and FREE First	X	X

Exams for New Adopters from the Oakland Animal Shelter			
When Dogs Bite in Oakland (FAQ)	X	X	
CPRB Complaint Form	X	X	X (Korean and Vietnamese)
CPRB Rights Form	X	X	X (Vietnamese)
City of Oakland Public Ethics Commission			
Limited Public Financing Guide			
Ethics Pledge			
Top Ten Ethics Rules			
Complaints Procedures			
Oakland Campaign Reform Act			
Complaint Forms	X	X	
Open disclosure card	X	X	
Minimum Wage Info postcards	X	X	X (Vietnamese)
Rules and Regulations for the Enforcement of Oakland's Minimum Wage Law (Measure FF)	X	X	X (Vietnamese)
January 1 Minimum Wage increase posters	X	X	X (Vietnamese)
Display Advertisements for Jan. 1 Minimum Wage Increase	X	X	X (Vietnamese)
El Niño information brochure	X	X	

Percentage of vital documents translated into one or both of the threshold language(s) = 53%

Budget Hotline	238-4995	Completed
Business Assistance Center	238-7952	Completed
Citizens Police Review Board	238-3159	Completed
City Administrator-Front Desk	238-3301	Completed
Contracting Compliance - Minimum Wage	238-6258	Completed
Contracting Compliance-General	238-3970	Completed
Oakland Animal Services	535-5603	Completed
Public Ethics Commission - General	238-3593	In progress
Special Business Permit	238-6914	Completed
Special Business Permit for Taxi	777-8527	Completed

Percentage of public phone numbers with translated voice recording = 90%

PART III – QUALITATIVE ASSESSMENT (NARRATIVE)

**CITY ADMINISTRATOR'S OFFICE (CAO)
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
99	34	4	7	Exceeds	2	5	Exceeds

- Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The City Administrator's Office and its Units are comprised of a total of 99 Full Time Employees (FTE). Of the 99 employees, 34 are Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator's Office is 11.39% which equates to 4 FTEs. The City Administrator's Office has a total of four (7) Spanish speaking PCPs. With regards to the Chinese speaking PCPs, the City Administrator's Office goal is 5.63%, which equals to 2 FTE. Currently the City Administrator's Office has a total of five (5) Chinese speaking PCPs.
- Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

For FY 2015-2016, the City Administrator's Office has hired a total of seventeen (17) FTEs. Of these seventeen (17), three (3) of the positions were PCP or required selective certification. Providing language access for the public is a top priority of the City Administrator's office and the office has been working with Human Resource Management (HRM) to ensure that every effort is made in regards to outreach and recruitment of qualified candidates.
- Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

The City Administrator's Office, along with several other City Departments, were committed in ensuring that the Oakland public has equal access to City services. Posters were displayed prominently in the office to better inform constituents of the language services provided by the City of Oakland. Staff has been working diligently to ensure that vital information is provided to the public in multiple languages. Presentations to address questions and concerns in regards to the implementation of Measure FF were conducted in various neighborhoods throughout Oakland, including Fruitvale, San Antonio and Chinatown. Translators in Spanish and Chinese were on-hand to help provide additional support as needed.

- Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Efforts have been made to provide online surveys in Spanish and Chinese, as well allowing the public to fully engage and be digitally inclusive. In addition to translating vital documents into Spanish and Chinese, the department is making additional effort to also translate documents into Vietnamese and Korean. As noted above, the City Administrator's Office has made a list of bilingual staff within the department, both PCP and non-PCP, who could be contacted if interpretation is required.

- Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The City Administrator's Office will partner with the Equal Access Office in the new fiscal year to offer additional training using current resources to increase public awareness of language services provided, such as a possible public service announcements through KTOP.

The City Administrator's Office will keep bilingual staff lists up to date to ensure anyone who is seeking assistance can be served effectively. Also, should there be a vacancy in one of the PCP positions in the coming year, the City Administrator's Office will work with HRM to ensure the outreach and recruitment efforts produce qualified bilingual candidates. Public notices will be inspected regularly to ensure appropriate access to the public.

The Contracts and Compliance division will be performing additional community outreach in the LES community in regards to the minimum wage law most commonly known as Measure FF that was passed in November 2014 by voters.

The Citizen's Police Review Board (CPRB), a unit within the City Administrator Office, is also taking the initiative to conduct community outreach events throughout Oakland and having translators on hand to provide additional support.

B. Translation of Written Vital Documents Assessment

- Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Materials are provided in the lobby area of the City Administrator's Administration area, as well as in various lobby areas of the City Administrator's Offices and its units, including: Animal Services, CPRB, Oaklander's Assistance Center, Public Ethics Commission and Contracts and Compliance.

- Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The City Administrator's Office had 35 out of 66 of its vital documents translated into Spanish and Chinese for FY 2015-2016. The City Administrator's Office will continue to work with Equal Access to ensure that more vital documents are translated.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

As mentioned above, the City Administrator's Office has made every effort to ensure signage is posted in all of the lobbies advising the LES community of language access tools at their disposal. The City Administrator's Office translates all of its vital documents and ensures copies in all languages are available in all of the lobby areas. In addition, the City Administrator's Office is utilizing its website as a means to further inform the LES community by posting and distributing the information electronically in Spanish and Chinese.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The City Administrator's Office is at the 90% level in providing multilingual telephone messages for FY 2015-2016. And will be working with Equal Access to translate the Public Ethics Commission's main line into Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The results of the last Equal Access survey showed that the City as a whole has made progress in ensuring LES community has access to City Services; however, there are still improvements needed to truly provide equal access to all Oakland constituents. During the survey period, the City Administrator's Office was visited by 395 people. Of the 395 visitors no surveys were completed. The City Administrator's Office has taken steps to ensure signage is displayed in the public access areas and that front desk staff is provided information on which person to call if there is a need for language assistance; however, there is a need to address the issues of ensuring that the LES community is informed of their right to file a complaint in the event they do not receive adequate language assistance.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The City Administrator's Office and its corresponding units follow and refer to Administrative Instruction (AI) 145 which outlines the City's policies and procedures for Equal Access. Additionally, written procedures have been shared with all PCPs throughout the City Administrator's Office on how to utilize the Language Access Line. AI 145 provides a guideline for City staff to follow to ensure that all Oakland residents, regardless of their English proficiency, have full and equal access to services that are being offered by the City.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

As mentioned above, the City Administrator's Office has made every effort to ensure signage is posted in all of the lobbies advising the LES community of language access tools at their disposal. The City Administrator's

Office translates all of its vital documents and ensures copies in all languages are available in all of the lobby areas. In addition, the City Administrator's Office is utilizing its website as a means to further inform the LES community by posting and distributing the information electronically in Spanish and Chinese.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The City Administrator's Office has not received any complaints in FY 2015-2016 regarding bilingual services or inadequate language accessibility. The City Administrator's Office protocols for such complaints are to document the complaint thoroughly and forward the complaint or the complainant to the Equal Access Office for further investigation.

E. Action Plan

1. Please identify three action steps and your Department's plan for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

During the survey period, the City Administrator's Office was visited by 395 people. Of the 395 visitors no surveys were completed. The City Administrator's Office has identified three (3) areas for which it could improve over the next 12 months. The first would be ensuring that signage regarding language access is up to date and is clearly displayed in all public access areas. The second would be ensuring that the LES community has information about how to file a complaint in the event that they did not receive adequate bilingual services. And third is to ensure that the wait time for language assistance is no longer than five (5) minutes.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Currently, the City Administrator's Office posts the language accessibility signs in all of the lobby areas on or near the reception desks to ensure that visitors can clearly see the signs, in the event that they require language assistance. On the website, the information can be found on the City's home page under Language Access on the left hand side. In addition, the City of Oakland's website can also be translated into other languages using a Google based interpretation program that is embedded in the browser.



CITY OF OAKLAND

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

Office of the City Attorney | 1
FISCAL YEAR 2015-2016

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: City Attorney
FISCAL YEAR: 2015-2016

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Attorney was submitted on June 28, 2016.

Barbara J. Parker
Signature & Date

Barbara J. Parker, City Attorney
Print Name & Title

OFFICE OF THE CITY ATTORNEY (OCA)

PART II Quantitative Assessment

Barbara J. Parker City Attorney 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-3815 fax: (510) 238-6500 email: bparker@oaklandcityattorney.org	Mark Forte Administrative Analyst 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-2960 fax: (510) 238-6500 email: mforte@oaklandcityattorney.org	Mark Forte Administrative Analyst 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-2960 fax: (510) 238-6500 email: mforte@oaklandcityattorney.org
--	--	--

No Super PCP units in the Office of the City Attorney

City Attorney Administration Unit
Litigation Unit
Advisory Unit

Claim Against the City of Oakland	YES	YES	Vietnamese
City of Oakland Claims Information	YES	YES	Vietnamese

Percentage of vital documents translated into threshold language(s) = 100%

TABLE 5: RECORDED TELEPHONIC MESSAGES	Multilingual Lines	Status
Office of the City Attorney -Front Desk	238-3601	Completed

Percentage of public phone number with translated voice recording = 100%

PART III – QUALITATIVE ASSESSMENT (NARRATIVE)

**OFFICE OF CITY ATTORNEY (OCA)
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
72	9	1	2	EXCEEDED	1	1	EXCEEDED

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The City Attorney's Office had a total of 75 authorized FTEs during FY 15-16. The total positions identified as PCPs remained nine (9). The goal of bilingual PCPs based on last fiscal year's assessment was 11.39% Spanish-speaking and 5.63% Chinese speaking. At the beginning of the reporting period, four of our Office's PCP positions were filled by bilingual employees. Two positions were filled with Chinese speaking employees (Claims Investigator III and one (1) Neighborhood Law Corps (NLC) Attorney) and two positions were filled with Spanish speaking employees (Open Government Coordinator and one (1) Neighborhood Law Corps Attorney).

During the fiscal year, three PCP (NLC Attorney) positions were vacated, including one held by a Chinese-speaking NLC Attorney who was promoted to Deputy City Attorney, a non-PCP role. Two of these positions have been filled. One position was filled with an employee who is fluent in Arabic and conversationally fluent in Spanish. Arrangements have been made for her to be bilingually tested to determine her proficiency in providing language support. The second NLC Attorney vacancy was filled by an employee who is not bilingual.

The recruitment for the third position has concluded and an unconditional offer has been made to a candidate who identifies himself as conversationally fluent in Spanish. Arrangements will be made to have him bilingually tested to determine his proficiency to provide language support once his employment begins. The City Attorney's Office has exceeded the goal for bilingual employees in PCP positions, in both languages.

In addition bilingual staff in PCP positions, the City Attorney's Office has three (3) Chinese speaking employees, three (3) Spanish speaking employees and one (1) German speaking employee in non-PCP positions that are available to assist the public when needed.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

As mentioned above, the City Attorney's Office filled two (2) PCP positions during the fiscal year. The positions were NLC Attorneys. One of these vacancies was filled with a bilingual employee. In preparation for the recruitment, the job announcement was prepared with a specific call for Spanish

and/or Chinese speaking applicants. The job announcement was posted at sites where there was an opportunity to attract Spanish and Chinese speaking applicants. These efforts resulted in a pool of qualified candidates for consideration and ultimately in the hiring of a bilingual employee to replace a bilingual employee who was promoted internally.

The Department's other PCP positions are not staffed with bilingual employees and did not experience vacancies during the fiscal year.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

Positive changes for the City Attorney's Office include the successful recruitment of an Arabic and Spanish speaking Neighborhood Law Corps Attorney during this reporting period. The hiring of a German speaking employee, albeit in a non-PCP position, also represents a positive addition during the fiscal year.

We will continue to emphasize the need for bilingual staff during future recruitment processes. We will continue a best-practice of utilizing our non-PCP bilingual employees to provide any language services needed as a way to insure that LES persons receive equal and fair access to the City services provided by this office. If the need extends beyond what we can provide, assistance will be requested through the Equal Access Office.

4. Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

There are no additional measures to report. However the City Attorney's Office will continue to utilize non-PCP employees who have been bilingually certified in the target languages to assist when the need arises. This method has proven to be successful as LES persons have received the same level of service as English speakers.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The City Attorney's Office will continue to focus on identifying target language applicants during its recruitments to fill PCP positions by continuing to focus on job announcement sites that focus on potential Spanish and Chinese speaking applicants. The Office will ensure our pending new hire will be bilingually tested to determine his proficiency in providing language support.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The required notices continue to be posted in the City Attorney 6th floor reception area, 1 Frank H. Ogawa Plaza on the wall and on the counter. Notice will also be posted on the City Attorney's website.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Each of the City Attorney's vital documents, are translated into Spanish and Chinese. The Claim form and information are also available in Vietnamese and are available to the public on line and in the 6th floor reception area at 1 Frank H. Ogawa Plaza. No corrective action plan is necessary as the Department is in compliance.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

No additional written documents were translated during the reporting period. There are no other documents that require translation at this time.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing Multi-lingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

Our front desk phone line is equipped with a multilingual telephone message. The message system has options to push a number to be directed to the message in either Spanish or Chinese, both Mandarin and Cantonese. The messages were recorded using City Attorney staff.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The Language Access Survey results were limited in the City Attorney's Office, receiving 6 responses during the survey period. The responses were overall positive indicating that visitors to the City Attorney's Office receive satisfactory service and are having their language needs met. The survey does not identify any service gaps that may affect the City Attorney's Office. The Office will continue to ensure there are resources in the identified languages available to assist the public.

Our office currently meets the Spanish speaking goal and the Chinese speaking goal. The City Attorney's Office will also continue to utilize the non-PCP bilingually certified employees to assist when the need arises for Chinese and/or Spanish speaking assistance.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

To facilitate communication with the LES Spanish and Chinese populations, the City Attorney's Office utilizes the services of its bilingual employees and communicates with the Department of Human Resources Equal Access Office for assistance with services we are not adequately equipped to provide. Further, the City Attorney's Office continues to follow the requirements detailed in AI 145 and the Equal Access Ordinance to determine what is expected. The Equal Access Reference Guide is also used.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

The City Attorney's Office informs the population of their right to bilingual services by posting the information in the reception area (on the wall and on the counter). This information will also be available

on the City Attorney website. Vital forms and publications are also available in Spanish and Chinese and are available at the City Attorney reception desk and on line.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The City Attorney's Office did not receive any complaints regarding the provision of bilingual oral and written services. The procedure used for documenting actions taken to resolve complaints is the procedure provided in the Equal Access Ordinance.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

In an effort to ensure that all Oakland residents have equal and fair access to City Services, the City Attorney's Office plans to

- Continue its focus on the recruitment of bilingual employees to fill Public Contact Positions by identifying and posting job announcements in targeted publications and job sites.
- Update the City Attorney website to include additional information in Chinese. The claim form is currently available in Chinese.
- Continue the use of certified bilingual City Attorney employees, in PCP and non-PCP, positions to assist the public.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The notice of availability of language access has been posted prominently on the reception counter on the 6th floor at 1 Frank Ogawa Plaza and will be posted on the front page of the City Attorney website:

<http://www.oaklandcityattorney.org/home.html>

Information on how to file a claim, the claim form; the Open Government Guide and information on other resources available in the City Attorney's Office are posted on the City Attorney website in Spanish. Information on how to file a claim and the claim form are also available on the website in Chinese. Additional resource information will be added to the website in Chinese; claim forms and instructions are available at the 6th Floor reception desk in Vietnamese as well.



**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

Office of the City Auditor
FISCAL YEAR 2015-2016

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: Office of the City Auditor
FISCAL YEAR: 2015-2016

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Brenda Roberts, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the City Auditor was submitted on 30 June 2016.


Signature & Date

Brenda D. Roberts, City Auditor
Print Name & Title

OFFICE OF THE CITY AUDITOR (AUDITOR)

PART II Quantitative Assessment

TABLE 1: DEPARTMENT CONTACT

<i>Department Head</i>	<i>Language Access Coordinator</i>	<i>SPOC</i>
Brenda Roberts City Auditor 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-3378 fax: (510) 238-7640 email: broberts@oaklandnet.com	Robert McMenomy 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-4975 fax: (510) 238-7640 email: rmcmenomy@oaklandnet.com	Robert McMenomy 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-4975 fax: (510) 238-7640 email: rmcmenomy@oaklandnet.com

TABLE 2: SUPER PCP DEPARTMENT

GOAL	ACTUAL		
Bilingual Staff	Bilingual Staff		
No Super PCP Units in the Office of the City Auditor			

TABLE 3: DEPARTMENT ORGANIZATION STRUCTURE

Office of the City Auditor

TABLE 4: VITAL DOCUMENTS	Spanish	Chinese	Other Language(s)
Frاند, Waste + Abuse Flyer & FAQ	YES	YES	
Website: Frاند Waste and Abuse FAQ	YES	YES	
Website: Home - Welcome Message	YES	YES	

Percentage of vital documents translated into threshold language(s) = 100%

TABLE 5: RECORDED TELEPHONIC MESSAGES	Multilingual Lines	Status
City Auditor's Front Desk	238-3378	Completed

Percentage of public phone number with translated voice recording = 100%

PART III – QUALITATIVE ASSESSMENT (NARRATIVE)
OFFICE OF THE CITY AUDITOR (AUDITOR)
FISCAL YEAR 2015-2016

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
9	2	0	0	YES	0	0	YES

- Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Office of the City Auditor is charged with providing audit and investigative services to promote accountability to the public and to improve the economy, efficiency, and effectiveness of our City government. Located on the 4th floor of Oakland City Hall, 1 Frank H. Ogawa Plaza, the Office rarely receives foot traffic from Oakland residents. However, vital pages on the Office website are in Spanish and Chinese: the welcome message on the website home page and the Fraud, Waste + Abuse Prevention Program FAQ page. The Office of the City Auditor has recorded its telephonic message in Spanish, Mandarin, and Cantonese to provide basic information about the Office's operations including business hours, location, services offered, and the availability of language assistance.

There is a notice posted immediately outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that, if necessary, the Office can provide Spanish- and Chinese-speaking staff for assistance. There is also a notice at the reception desk informing visitors that interpreters are available, by telephone, to provide assistance in several different languages at no charge. The Office has also affixed Language Line stickers at each workspace in the Office to assist staff in requesting interpreters, should the need arise.
- Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

In addition to the elected City Auditor, the Office has only nine permanent staff. Turnover is low among the auditors in the Office; however, three auditors left the Office during the reporting period. One of the vacant positions have been filled temporarily by one bilingual auditor (English-French). One of the vacant positions was permanently filled by a trilingual auditor (English-Hungarian-Romanian). Recruitment efforts have targeted as wide a field as possible by contacting various auditor associations and posting openings on LinkedIn. There was turnover in the public contact position (Receptionist to the City Auditor) during the reporting period; this position was filled temporarily by an English-only speaker. Efforts are underway to recruit a permanent replacement.
- Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

During the reporting period, several FW+A FAQ flyers and cards in Chinese and Spanish were distributed to the public and to the offices of City Councilmembers for community meetings. The efforts made by the Office of the City Auditor last year to comply with the Ordinance continued to raise awareness among the staff of the Office's commitment to equal access for all Oakland residents. While the Office has limited visits from members of the general public, by posting a notice immediately outside the elevators leading to the Office, affixing Language Line stickers at each workspace in the Office, and placing a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages, the Office made positive changes which remain highly visible to staff.

- Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

The Office currently has one French-speaking auditor and one Hungarian/Romanian-speaking auditor. In addition to this bilingual staffing, the Office of the City Auditor ensures that an equal level of service is provided to LES Spanish and Chinese populations by having all three of its vital documents translated in Spanish and Chinese: the welcome message on the Office of the City Auditor website home page; the Fraud, Waste + Abuse Prevention Program FAQ page on the Office of the City Auditor website; and the Fraud, Waste + Abuse Prevention Program FAQ flyer. The Office can also access interpreter translation services via Language Line.
- Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Office of the City Auditor plans to upgrade its Fraud, Waste + Abuse Prevention Program to include new employee orientation and making the language options of the FW+A website more prominent. The third-party vendor for the FW+A offers services in nearly 100 languages which is one reason why this Office selected this vendor under a previous Administration.

B. Translation of Written Vital Documents Assessment

- Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The Office of the City Auditor has posted a notice, located immediately outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that, if necessary, the Office can provide Spanish- and Chinese-speaking staff for assistance. There is also a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available, by telephone, to provide assistance in several different languages at no charge.
- Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Office of the City Auditor had a total of three (3) vital documents in FY 2015-2016: the welcome message on the Office of the City Auditor website home page; the Fraud, Waste + Abuse Prevention Program FAQ page on the Office of the City Auditor website; and the Fraud, Waste + Abuse Prevention Program FAQ flyer. All of the Office of the City Auditor's vital documents have been

translated into Spanish and Chinese. Notices in both Spanish and Chinese are available on the homepage of the Office's website, www.OaklandAuditor.com. Each includes the Office's phone number and the message that interpreters are available. The notices are not altered or taken down except to update them with Equal Access-reviewed material.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

During the reporting period, no other written documents were translated. Over the course of the next fiscal year, the Office of the City Auditor will arrange to have its annual report and the Fraud, Waste + Abuse Prevention Program annual report translated into Chinese and Spanish (neither report was released during the reporting period).

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Office of the City Auditor has recorded its telephonic message in Spanish, Cantonese, and Mandarin to provide basic information about the Office's operations including business hours, location, services offered, and the means of accessing such services, and the availability of language assistance. The Office has met its translation goals in maintaining a telephonic message in Spanish and Cantonese, therefore, no corrective action plan is necessary.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

In response to the last EAO Language Access Survey results, the Office of the City Auditor has posted a notice outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that the Office can provide Spanish- and Chinese-speaking staff for assistance. The Office has also affixed Language Line stickers at each workspace in the Office to assist staff in requesting interpreters, should the need arise. A notice has also been prominently placed at the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available, by telephone, to provide assistance in several different languages at no charge.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Notices in both Spanish and Chinese are available on the homepage of the Office's website, www.OaklandAuditor.com. Each includes the Office's phone number and the message that interpreters are available. There is also a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages. The Office has also affixed Language Line stickers at each workspace in the Office to assist staff in requesting interpreters.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

The Office of the City Auditor's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services consists of Spanish and Chinese sections on the Office's website stating that interpreters are available when they call. The Office of the City Auditor has also posted a notice outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that the Office can provide Spanish- and Chinese-speaking staff for assistance. There is also a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The Office of the City Auditor has not received any complaints regarding the Office's provision of bilingual oral and written services or alleging any violation of the EAO in a threshold language. Should one be received, it would be addressed and referred to the City Administrator; all documentation of the complaint and its resolution would be kept by the Office's Language Access Coordinator.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. The Office of the City Auditor will also arrange to have its annual report and the Fraud, Waste + Abuse Prevention Program annual report translated into Chinese and Spanish. The Office will also continue to promote its Fraud, Waste + Abuse Prevention Program by providing materials in Spanish and Chinese for community meetings.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The Office of the City Auditor has posted a notice, located immediately outside the elevators leading to the Office, indicating that written materials are available in Spanish and Chinese and that, if necessary, the Office can provide Spanish- and Chinese-speaking staff for assistance. There is also a prominent notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages. Notices in both Spanish and Chinese are available on the homepage of the Office's website, www.OaklandAuditor.com. Each includes the Office's phone number and the message that interpreters are available. The Fraud, Waste + Abuse Prevention Program FAQ page on the Office of the City Auditor website has also been translated into Spanish and Chinese.



DEPARTMENT NAME | 1
FISCAL YEAR 2015-2016

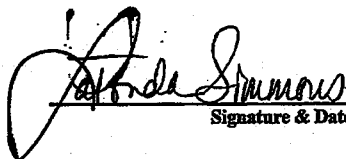
**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: Office of the City Clerk
FISCAL YEAR: FY2015-16

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, LaTonda Simmons, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the City Clerk was submitted on June 30, 2016.


Signature & Date

LaTonda Simmons, City Clerk
Print Name & Title

OFFICE OF THE CITY CLERK (CLERK)

PART II Quantitative Assessment

LaTonda Simmons City Clerk 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-7370 fax: (510) 238-6868 email: lsimmons@oaklandnet.com	Sandy Wong Management Assistant 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-6790 fax: (510) 238-6868 email: swong@oaklandnet.com	Sandy Wong Management Assistant 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-6790 fax: (510) 238-6868 email: swong@oaklandnet.com
---	--	--

City Clerk's Unit (03121, 03211)	1 SP	1 CH	2 SP	2 CH	YES	YES
----------------------------------	------	------	------	------	-----	-----

SP = Spanish, CH = Chinese

Office of the City Clerk

City Clerk Brochure	YES	YES	Vietnamese
City Council Meeting Speaker Card	YES	YES	Vietnamese
Customer Service Survey	YES	YES	Vietnamese
Domestic Partnership Form	YES	YES	Vietnamese
Voting Materials	YES	YES	Vietnamese

Percentage of vital documents translated into threshold language(s) = 100%

TABLE 5: RECORDED TELEPHONIC MESSAGES	Multilingual Lines	Status
City Clerk-Front Desk	238-3226	Completed
Records Division	238-3612	Completed

Percentage of public phone number with translated voice recording = 100%

PART III – QUALITATIVE ASSESSMENT (NARRATIVE)
OFFICE OF THE CITY CLERK (CLERK)
FISCAL YEAR 2015-16
POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
17.5	4	1	1	YES	0.2	1	YES

- Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.
Our office complies with the Equal Access Ordinance by having vital documents translated into threshold languages; having recorded telephone messages in threshold languages; and utilizing the City's extensive translation functions incorporated in the City's webpage and phone system.
- Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.
Recruitments are conducted by the Department of Human Resources Management. We rely in the recruitment guidelines and testing methodology conducting by DHRM. We hired a new employee who is bilingual in FY2015-16.
- Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.
Having recorded telephone messages in threshold languages and posting of language services on the 24/7 posting boards. Having vital documents translated into threshold languages.
- Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.
Our office has a Chinese Speaking PCP, a Chinese Speaking staff and two Spanish Speaking staff for providing the translation in Cantonese/Mandarin and Spanish languages. Staff also utilizes the telephone based language translation services to further our compliance with the Equal Access Ordinance.
- Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.
We plan to continue with current language support, utilizing language based translation services and making core materials available in the designated languages. Make sure posters are visible to the public.

B. TRANSLATION OF WRITTEN VITAL DOCUMENTS ASSESSMENT

- Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.
We posted the notices in the reception area on 1st and 2nd floor offices located in City Hall.
- Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
Our office has a total of 5 vital documents of which 100% were translated in to Spanish and Chinese. We updated and printed the Speaker's Card in multilingual languages.
- Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?
No.

C. MULTILINGUAL TELEPHONE MESSAGES ASSESSMENT

- Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?
We maintain recorded telephonic messages in Spanish and Chinese (Cantonese and Mandarin).

D. ASSESSMENT OF DEPARTMENT COMMUNICATION WITH LES POPULATIONS

- Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?
We plan to continue with the current language support from Equal Access, utilizing language based translation services, making signage and core materials available in the designated languages.
- Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.
Have a list of bilingual staff for in-house language assistance and information on Over-the-Phone Interpretation Services available at the front counters. Trained staff on utilize all available language assistances to assist the public.
- Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).
Post notices on visible wall and counter in the reception area of 1st and 2nd floor offices.
- Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution. No.

E. ACTION PLAN

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

We plan to continue with current language support, utilizing language based translation services and making core materials available in the designated languages.

5. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Equal Access Posters posted on the wall of the reception area of 1st and 2nd floor offices. Website has a link to the Equal Access Office. The Annual Compliance Plan is available to the public upon request.



[DEPARTMENT NAME] | 1
FISCAL YEAR 2015-2016

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

**DEPARTMENT NAME: CITY COUNCIL
FISCAL YEAR: 15-16**

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Lynette Gibson McElhaney, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for CITY COUNCIL was submitted on 6/30/16.


Signature & Date 6/30/16

**Lynette Gibson McElhaney, President of the Council
Print Name & Title**

CITY COUNCIL (COUNCIL)

PART II Quantitative Assessment

Lynette Gibson McElhaney Council President 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-7003 fax: (510) 238-6129 email: LMcElhaney@oaklandnet.com	Susan Sanchez Executive Assistant to the City Council 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-6917 fax: (510) 238-6129 email: sasanchez@oaklandnet.com	Susan Sanchez Executive Assistant to the City Council 1 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-6917 fax: (510) 238-6129 email: sasanchez@oaklandnet.com
---	--	--

No Super PCP Units in City Council

Council Administration

- District One Unit
- District Two Unit
- District Three Unit
- District Four Unit
- District Five Unit
- District Six Unit
- District Seven Unit
- Council At Large Unit

Office Close Notices	X	X	
Community Beautification - D5	X	X	
Día De Las América - D5	X	X	
News letter - D2	X	X	X
Turkey give away - D2	X	X	X

Percentage of vital documents translated into threshold language(s) = 100%

City Council-Front Desk	238-3266	Completed
-------------------------	----------	-----------

Percentage of public phone number with translated voice recording = 100%

PART III – QUALITATIVE ASSESSMENT (NARRATIVE)

**CITY COUNCIL (COUNCIL)
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
27.5	27.5	3	3	Yes	2	2	Yes

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

For FY 2015-2016, the City Council had bilingual PCPs in Spanish and Chinese (both Cantonese and Mandarin). The goals for Bilingual PCPs (as determined by an earlier assessment) were 11.39% for Spanish speaking and 5.63% for Chinese speaking. We have made partial goals for Spanish PCP in 2015/2016. Currently, we are waiting for a bilingual staff member to be tested. In addition to bilingual staff members, two of the City's elected officials (City councilmembers) also spoke Spanish. That brought the total Spanish speakers to 5.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

Two new Councilmembers (Districts 2 & 4) with almost entirely new staff members joined City Council in FY 2014, presenting new opportunities for expanding bilingual staff in City Council. The District 2 Councilmember is Spanish speaking and the District 2 Council office brought a new Chinese speaking staff member on board through outreach efforts within the Chinese speaking community.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

As noted above, the District 2 office includes both a Spanish speaking Council representative, as well as a Chinese speaking staff member.

Council members take advantage of interpreter services when needed for public meetings, and printed and on-line outreach materials are made available in several languages, when doing outreach to monolingual communities.

4. Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Recognizing that monolingualists can telephone Council offices at any time and may speak a language not spoken by any PCP, all Councilmembers and their staff now have access to translation services via Language Line. A sticker with information on accessing the service has been affixed to every

Council phone. Additionally, monolingualists who arrive at the Council's reception desk now see a sign on prominent display on which they can point to their language, enabling the receptionist to put them in touch with a Language interpreter.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

Prior to any Council Office doing any hiring, the Council's Executive Assistant will inform that office of the hiring requirements for Equal Access.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

At the City Council's Reception desk on prominent display is a sign provided by Language Line Services announcing that interpretation services are available in 20 languages.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Each Councilmember determines which documents need to be translated for distribution to monolingual constituents. The Council President does not have a tally of all documents disseminated from Council offices, or a tally of those that have been translated into Chinese or Spanish languages. As a practical matter, when Councilmembers have a constituent population with a large number of Spanish or Chinese speakers, meeting announcements are printed in that language as well as English.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

Please see response to question 2 above.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The City Council Front Counter reception phone line is in compliance with Equal Access Ordinance and is equipped with voice recordings in English, Spanish, Cantonese and Mandarin.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The City Council is not one department but is comprised of the offices of seven distinct council district offices as well as an at-large council office and council administration office. The seven district offices address their respective constituent concerns and service gaps. Prior to any Council office doing any hiring, the Council's Executive Assistant will inform that office of the hiring requirements for Equal Access.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

At the present time, there is no City Council written policy relating to communication with LES Spanish and Chinese speakers.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

Councilmembers conduct meetings and/or arrange for interpreters/translators at meetings where Spanish speaking or Chinese speaking monolingualists are present. Advertising for those meetings, such as via flyers, may indicate that translation will be available.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The City Council Executive Assistant and her one staffer who staff the Council reception area have not received any complaints, nor has the Council President received any complaints. We are not aware of any complaint received by any other council office.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

Councilmembers will be advised by the Executive Assistant that they should do targeted outreach for hiring Council staff so that the job announcements are seen in places where bilingual candidates are likely to see them and that the job announcements specifically mention that bilingual candidates are encouraged to apply.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

See B.1 above regarding the prominent display of available language access through Language Line at the City Council's reception desk. There is no single City Council website on which to post the availability of an annual compliance plan. Each Councilmember is responsible for his/her own website.



**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

**DEPARTMENT NAME: Economic & Workforce Development
FISCAL YEAR: 2015-2016**

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Mark Sawicki, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Economic & Workforce Development was submitted on June 30, 2016.

Signature & Date

**Mark Sawicki, Director, EWD
Print Name & Title**

PART II Quantitative Assessment

ECONOMIC & WORKFORCE DEVELOPMENT DEPARTMENT (EWD)

Mark Sawicki Director, EWD 250 Frank H. Ogawa Plaza, 5th Floor Oakland, CA 94612 phone: (510) 238-2992 fax: (510) 238-3691 email: MSawicki@oaklandnet.com	Susana Villarreal Employment Services Supervisor Business Assistance Center (BAC) 270 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) 238-7794 fax: (510) 238-9105 email: SVillarreal@oaklandnet.com	Donna M Howell Admin Services Manager 250 Frank H. Ogawa Plaza, 5 th Floor Oakland, CA 94612 phone: (510) 238-3852 fax: (510) 238-3691 Email: dhowell@oaklandnet.com
--	--	--

No Super PCP units in Economic & Workforce Development

Administration
Project Implementation
Real Estate
Oakland Army Base Redevelopment
Workforce Development
Economic Development
Cultural Arts & Marketing
Public Art

Economic Development			
Business Assistance Center Flowcharts (Retail, Restaurant, Push Cart, Import/Export)	X	X	X
Minimum Wage, Paid Sick Leave Notices	X	X	X
Broadway Shuttle Information Cards	X	X	X
Project Implementation			
Facade and Tenant Improvement Program Description	X	X	X
Facade Improvement Program Application	X	X	X
Tenant Improvement Program Application	X	X	X
Cultural Arts & Marketing and Public Art (All Public Art project /grant applications are directed to the artist community and posted on the website and/or administered through third party /Web based services)			
Walking Tours Program	X	X	X

Public Art Program Information Sheet	X	X	X
Public Art Policy Guidelines for Artist-Community Initiated Projects (Including Cultural Funding Program and Anti-Graffiti Mural Grant Recipients)	X	X	X
25 th Anniversary Loma Prieta Earthquake postcards	X	X	X
Council Redistricting Community Meeting Flyer	X	X	X
Real Estate			
Flyer-Surplus Land: Girvin Drive	X	X	
Flyer-Surplus Land: 1148-71 st Street	X	X	
Flyer-Surplus Land: 6226 Moraga Ave	X	X	
Workforce Development			
West Oakland Job Resource Center Pamphlet	X	X	X

Percentage of vital documents translated into one or both of the threshold language(s) = 100%

Business Assistance Center	238-7952	Completed
----------------------------	----------	-----------

Percentage of public phone numbers with translated voice recording = 100%

**PART III - QUALITATIVE ASSESSMENT (NARRATIVE)
ECONOMIC AND WORKFORCE DEVELOPMENT DEPARTMENT (EWD)
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
50.5	2.00	0	1	EXCEEDED	0	1	EXCEEDED

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Economic and Workforce Development Department's focus in this report is the Business Assistance Center (BAC) because it provides direct public contact to small businesses. BAC continues to offer handout materials, business development workshops, and bilingual assistance in Chinese, Spanish and Vietnamese. One of the BAC staff is fully bilingual in Spanish, thus increasing our ability to provide services in Spanish to the community.

Several of the Oakland's Business Services Providers Organization Network Partners: Alameda County Small Business Development Center (ACSBDC), Anew America, Kiva, Lawyer's Committee for Civil Rights (LCCR) Renaissance Center, and Working Solutions are now offering technical assistance services and client support from the BAC. This partnership further allows the City of Oakland to provide services in Chinese and Spanish to walk in clients and Oakland small businesses thus increasing the City's overall ability to serve those populations.

The BAC offers a once a month Legal Clinic in English, Chinese or Spanish. Limited English Speakers (LES) sign up directly with Lawyers committee for Civil Right (LCCR) who provide a Chinese or Spanish Speaking attorney consultation.

We continue to offer Minimum Wage workshops and support in Chinese, Spanish at the various communities and City Hall prior to the yearly increase in January of each year and throughout the year advertising in the various ethnic newspapers. We also participate in the annual National Small Business Week presenting simultaneous workshops in Chinese and Spanish. The BAC is fully committed to continually offer and increase services to the LES.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.
- Our partnerships with the BSO's have increased our ability to provide additional business development services in Chinese and Spanish at the BAC.

- BAC and Broadway Shuttle have recruited Spanish speaking bilingual interns during the last two summers. The interns help limited English walk in clients and provided other outreach services.
3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.
- Since our new partners have started office hours at the BAC this year, we have increased our ability to assist limited language speakers by providing services in their respective languages. We have increased the counseling sessions and trainings in Spanish thus increasing limited English speakers to start up business.
 - Earlier this year Kiva and BAC went to work with the Unity Council to help predominantly Spanish Speaking merchants to offer \$5,000 and \$10,000 no interest loans. We were able to provide 5 businesses with small business loans to grow their business. Based on the success of this Program, another special Kiva Oakland loan program with the Unity Council and the Oakland Housing Authority will be offered in late summer 2016.
 - The 2016 National Small Business Week also included more focused outreach to LES small businesses through media outlets and personal contact by the City and key Oakland's Business Services Providers Organization Network partners.
4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.
- BAC conducts periodic sensitivity/cross cultural training to ensure that all staff is aware of our diversity and how to be sensitive and help direct folks to the right places or staff that can help.
 - The City Website provides online information in different languages for EWD programs. Also, BAC refers English speaking businesses to the federal Small Business Administration (SBA) that has languages including Chinese and Spanish available at their website.
5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.
- Continue our work in providing business development services, materials, and outreach to the LES.
 - Collaborate with Equal Access in a timely manner when requesting interpretation services.
 - Increase partnerships with our business service providers to ensure that LES businesses receive support.

- **Work with City Administrator's Office to increase community access to bilingual materials and web support services.**

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.
 - **All EWD programs post public notices in the public areas of their facilities and submit printing requests to Equal Access to review for outreach materials including the Broadway Shuttle, the Walking Tours Program, and BAC materials and for Public Hearings. For example, Equal Access translated a flyer from English to Chinese and Spanish for the San Leandro Creek Masterplan Project for two workshops held May 11 and 12, 2016. Check in with the Equal Access Program to better provide online translation of materials such as the Walking Tours Program in addition to translated materials provided by BAC. Our locations include:**
 - **EWD-All Programs, Dabziel Building, 250 Frank H. Ogawa Plaza, 3rd, 4th and 5th floors**
 - **BAC, 270 Frank H. Ogawa Plaza, 3rd, 4th and 5th Floors**
 - **Walking Tours Program, 1 Frank H. Ogawa Plaza, 9th Floor**
2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
 - **100% of current materials. Not only do we provide handouts of vital documents, our various websites provide translation including Chinese and Spanish. Interest in increasing additional written materials.**
3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community? **Yes, in the effort of improving language access to city services, our office also worked with the Equal Access Office on a number of other document translations. Materials are well received by members of the public.**

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

- **Our main phone number at the BAC offers multilingual interpretation on our main line: 510-238-7952**

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?
No survey this FY.
2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.
 - **Most of our materials have been translated from English to Chinese, Spanish and Vietnamese and are exact translations. Staff and BSO's are experts in languages and possess an above average knowledge of the languages thus insuring the delivery of services.**
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).
 - **The BAC has been offering services to the LES population through the City of Oakland's Business Services Providers Organization Network - 60 business development and financing business providers (BSO), ethnic newspapers, press releases, town halls, ethnic chambers, etc. We must include our City's website to include information in Chinese, Spanish and Vietnamese to improve our outreach to those populations.**
4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.
 - **No we did not receive any complaints.**

E. Action Plan

1. Please identify three action steps and your Department's plan for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

- Continue collaborating with Equal Access on all printed documents for program work
- Continue providing bilingual business development services: handouts, workshops, clinics and presentations.
- Continue ensuring translation information is available on our phone main line: 510-238-7952.
- Continue posting and using bilingual information materials.
- Continue providing on-site translation whenever needed.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

- Equal Access flyers are posted in the BAC and the 5th Floor of EWD.
- EWD will ensure that our website posts our annual compliance plan on our website.
- Continue offering online translations of various EWD programs.



CITY OF OAKLAND

FINANCE/REVENUE MANAGEMENT BUREAU | 1
FISCAL YEAR 2015-2016

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: Finance/Revenue Management Bureau
FISCAL YEAR: 2015-16

16 JUL 19 PM 12:14
HARRISBERG FINANCES

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, MARGARET O'BRIEN hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for FINANCE was submitted on 6/30/16.

Margaret O'Brien 7/15/2016
Margaret O'Brien Date
Revenue and Tax Administrator

FINANCE DEPARTMENT - REVENUE MANAGEMENT BUREAU | 1
FISCAL YEAR 2015-2016

FINANCE DEPARTMENT (FINANCE)

PART II Quantitative Assessment

TABLE 1: DEPARTMENT CONTACT		
Department Head	Language Access Coordinator	SP/OC
Vacant Director of Finance 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) fax: (510) email:	Andy Best Principal Revenue Analyst 150 Frank H. Ogawa Plaza, Suite 5342 Oakland, CA 94612 phone: (510) 238-7009 fax: (510) 238-6431 email: abest@oaklandnet.com	Andy Best Principal Revenue Analyst 150 Frank H. Ogawa Plaza, Suite 5342 Oakland, CA 94612 phone: (510) 238-7009 fax: (510) 238-6431 email: abest@oaklandnet.com

	Bilingual Staff		Bilingual Staff			
1. Revenue: Administration (08411)						
2. Revenue: Audit/Compliance (08421)						
3. Revenue: Business Tax (08431)	2 SP	2 CH	4* SP	3 CH	YES	YES
4. Collections/Mandatory Garbage						
5. Revenue: Parking Meter Collection (08931)						
6. Revenue: Parking Citation Assistance Center (08921)	2 SP	2 CH	3* SP	3 CH	YES	YES
7. Controller & Treasury**	0	0	1 SP	1 CH	N/A	N/A

SP = Spanish, CH = Chinese

FINANCE DEPARTMENT ORGANIZATION STRUCTURE
Revenue Management Administration
Audit/ Compliance
Business Tax
Collection / Mandatory Garbage
Parking Meter Collection
Parking Citation Assistance Center
Controller & Treasury**

FINANCE DEPARTMENT -REVENUE MANAGEMENT BUREAU | 2
FISCAL YEAR 2015-2016

TABLE 4: VITAL DOCUMENTS	Spanish	Chinese	Other Language(s)
Administrative Review Request Form	Completed	Completed	
Parking Citations Promissory Note Procedures (this is the payment plan handout)	Completed	Completed	
Permit Placement Instructions	Completed	Completed	
Request for a Waiver of Deposit Prior to an Administrative Hearing	Completed	Completed	
RPP Application	Completed	Completed	
"Tow/Impound" Information	Completed	Completed	

MARKET RECORDING TELEPHONE MESSAGES	Number of the	Status
Business Tax	238-3704	Completed
Multi Space Parking Meter	238-4954	Completed
Collection / Mandatory Garbage	238-7474	Completed
Parking Citation	800-500-6484	Completed

Percentage of public phone number with translated voice recording = 100%

Note: Parking Citation Assistance Center has three (3) "ACTUAL" bilingual Spanish speaking and three (3) bilingual Chinese speaking staff who are Public Contact Positions (PCPs).

Parking Meter Collection has three (3) bilingual Spanish speaking staff and these positions are not PCPs.

Note: Excluding all parking sections of the Revenue Management Bureau, the Bureau has three (3) Chinese and four (4) Spanish bilingual speaking staff who are PCPs.

**Note: The Controller and Treasury departments have a total of fifty (59) FTEs. Since these departments do not provide direct public contact services, especially services to the LES communities; therefore, these positions are exempt from being Public Contact Positions.

PART III - QUALITATIVE ASSESSMENT (NARRATIVE)

**Finance Department (FINANCE)
FISCAL YEAR 2015-2016**

Please provide a summary assessment and narrative of public contact positions and the number of bilingual public contact position employees as of June 30, 2015

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (10.71%)	STAFF	GOAL MET?	GOAL (5.36%)	STAFF	GOAL MET?
77	56	6	7	EXCEEDED	3	6	EXCEEDED
59*	0	0	0	N/A	0	0	N/A

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Finance - Revenue Management Bureau has a total of seventy-seven (77) Full Time Employees (FTEs) which consists of a total of ten (10) bilingual Spanish speakers and six (6) bilingual Chinese. The total PCP total is seven (7) bilingual Spanish and six (6) Chinese bilingual speakers. The department consists of the following divisions: Revenue Management Bureau Administration, Audit/Compliance, Business Tax, Collections/ Mandatory Garbage, Parking Citation Assistance Center (PCAC) and Parking Meter Collections divisions.

*The Controller and Treasury departments have a total of fifty-nine (59) FTEs. Since these departments do not provide direct public contact services, especially services to the LES communities; therefore, these positions are exempt from being Public Contact Positions.

The Revenue Management Bureau has sufficient bilingual staff to provide services during business hours in threshold languages (Chinese & Spanish). Resources are being shared between divisions of the department as well as utilizing the Equal Access Office for additional support and services. In August 2014, with the help of another staff from IT, the multilingual telephone messages set up was completed successfully and is now available for service to the LES communities.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Finance Department-Revenue Management Bureau uses the Human Resources Department for selective certification for positions with bi-lingual requirements. As a department we ensure that we meet the Bilingual Public Contact (PCP) goal set by the Equal Access. As vacancies arise, recruitment efforts focus on obtaining highly qualified bilingual candidates to ensure greater access to Limited English Speaking (LES) Oakland residents. We regularly confer with the Equal Access Office to make certain the notices and postings pertaining to LES are current and to inform staff of any new changes.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

As a part of an ongoing effort, we have been working closely with the Equal Access Office to ensure up-to-date materials are made available to the public. In the beginning of Fiscal Year 2014-15, we started working with Equal Access Office to complete the translation of all vital documents for Parking Division, which is now complete for FY 2015-16. All of the vital documents were translated into Chinese and Spanish by Equal Access Office and were provided to Parking Division for LES persons use in a timely fashion. Additionally, we have hired a two (2) Revenue Assistants in Fiscal Year 2015-16, of which one is bilingual in Chinese and the other is bilingual in Spanish. Both Revenue Assistants will be certificated for their perspective language to ensure that we provide broader access to LES Spanish speaking community.

4. Describe any additional measures, other than provision of bilingual staffing the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Notices are posted regarding interpretation services available to various LES populations at visible locations in our offices. This provides awareness of the services available within the Bureau, as well as the Equal Access Office. In addition, recorded telephone translated messages in the Business Tax division provides basic information in English, Spanish and Chinese to bilingual speakers, and calls are routed to appropriate bilingual staff for further assistance. In the Parking Citation Assistance Center (PCAC) division, the Interactive Voice Response (IVR) system provides thorough instructions in English, Spanish and Chinese over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc.

In addition, we are in the process of having the vital documents available in the various divisions of the bureau's websites.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Revenue Management Bureau will continue to communicate with the Equal Access Office on a regular basis to ensure the updated materials are shared with our departmental staff. In addition, we will continue to evaluate this process on an on-going basis to enhance our services to better help the LES population.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The Finance Department - Revenue Management Bureau has posted the notices that are required by the Equal Access Office in the following locations of its department:

- Next to the phone at the entrance door of 150 Frank H. Ogawa Plaza Suite 5342.
- Audit/Compliance and Collections/Mandatory Garbage lobby at 150 Frank H. Ogawa Plaza, Suite 5342.
- Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
- Parking Citation Assistance Center's lobby at 250 Frank H. Ogawa Plaza Suite, 6300.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

With the help of Equal Access Office, we have been able to get 100 percent of the vital documents translated into threshold languages and they are available at the customer service counters of the bureau's divisions.

Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

During the reporting period, the Bureau has not identified or a request for additional translated documents.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Revenue Management Bureau is committed to providing equal access services to all Oakland residents. Our department has met the number of bilingual staffing required by the Equal Access Office to provide services to the LES community. We have multilingual telephone messages in threshold languages available in our divisions such as: Business Tax, Collections/Mandatory Garbage and Parking Citation Assistance Center division. As noted earlier, with IT's assistance, we have completed updating the Collections/Mandatory Garbage telephone lines with recorded telephonic messages to provide the basic and necessary information in English, Spanish and Chinese. This process was completed in August 2014.

In addition to the Bureau's IVR system, to improve the response time for either face-to-face or telephone service, the Bureau is implementing dedicated phone lines for citizen inquiries, where citizens can select English, Spanish, Cantonese, or Mandarin and to leave their message in one of these languages and their contact number. A bilingual staff member in the selected language will promptly contact the citizen in the selected language.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The Revenue Management Bureau has sufficient bilingual staff to provide services during the business hours in threshold languages. Resources are being shared between the division of our Bureau as well as utilizing the Equal Access Office services offered to the City departments such as translation of documents, face-to-face and telephone interpretation. During the FY 2015-16 has hired two additional bilingual speakers, one in Chinese and one in Spanish.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The Revenue Management Bureau has sufficient certified bilingual staff to provide translation services to the LES community during business hours. In addition, our telephonic messages in Chinese and Spanish provide basic information and services to LES population. In the event we need any interpretation services, staff uses the City of Oakland Language Line. Furthermore, the Revenue Management Bureau is in the process of having several staff members in FCAC to get certified for their bilingual pay to respond to correspondence in both Spanish and Chinese.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).
- The Revenue Management Bureau is utilizing its current certified bilingual staff to facilitate outreach and communication with the LES population. Notices are posted in various public office locations to inform the LES population of the availability of the bilingual services.
4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.
- The Revenue Management Bureau has not received any complaints regarding the bilingual oral and written services. Our department complies with the Compliant Procedures provided in the Equal Access Ordinance.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.
- The following are the Revenue Management Bureau's plan for the upcoming 12 months:
- To post the multilingual notices into Revenue Management Bureau's website.
 - To have frequent communication with the Equal Access Office for any updated/new information.
 - To get additional staff certified for Tier II bilingual services.
 - To translate additional vital documents into threshold languages for various divisions of the bureau.
 - Upon completion of the translation by the Equal Access we will post them at key customer locations in our department offices.
 - To improve the response time for either face-to-face or telephone service, the Bureau is implementing dedicated phone lines for citizen inquiries, where citizens can select English, Spanish, Cantonese, or Mandarin and to leave their message in one of these languages and their contact number. A bilingual staff member in the selected language will promptly contact the citizen in the selected language.
 - The Bureau is exploring the possibility to obtain multi-functional kiosks, which could not only receive payments, but also provide valuable information about the Bureau's programs and services in multiple languages.
2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.
- The Revenue & Management Bureau has posted the notices for the language translation services offered by the Equal Access Office by the customer service areas. Additionally, to better serve the bilingual community, we are in the process of posting the translated languages in our divisions' websites.

- In addition, as the City develops the citywide website, the Bureau has collaborated with the City's web design consultants to assist in the development of the Bureau's website to enhance the delivery of vital information in multiple languages.
- To assist in the delivery of translated documents, the Bureau has installed wall mounted brochure holders to organize and display multi-language literature that is grouped into individual languages and highly visible. The brochures are located at the entrance of the Parking Citation Assistance Center. Displaying brochures in this manner has been highly successful. The Bureau will implement this display strategy bureau-wide.




**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

**DEPARTMENT NAME: FIRE DEPARTMENT
FISCAL YEAR: 2015-2016**

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Teresa Deloach Reed, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Fire Department was submitted on June 30, 2016.


Signature & Date 7-1-16
Teresa Deloach Reed, Fire Chief
Print Name & Title

FIRE DEPARTMENT (FIRE)

PART II Quantitative Assessment

Teresa Deloach Reed Agency Director, Fire Services 150 Frank H. Ogawa Plaza, Suite 3354, Oakland, CA 94612 phone: (510) 238-4050 fax: (510) 238-2284 email: tdeloachreed@oaklandnet.com	Trinette Gist Skinner Fire Division Manager 150 Frank H. Ogawa Plaza, Suite 3354, Oakland, CA 94612 phone: (510) 238-4936 fax: (510) 238-4056 email: tgistskinner@oaklandnet.com	Sonia Lara Fire Personnel Operations Specialist 150 Frank H. Ogawa Plaza, Suite 3354, Oakland, CA 94612 phone: (510) 238-7803 fax: (510) 238-4056 email: slara@oaklandnet.com
---	--	---

1. Fire Communications Unit (20241)	4 SP	2 CH	1 SP	3 CH	NO	YES
2. Communications Emergency Dispatch Unit (20251)						

SP - Spanish, CH - Chinese

Fire Chief's Office
Budget and Planning Unit
Payroll Unit
Human Resources Unit
Emergency Services/Suppression
Special Operations Unit
Arson Investigation Unit
Airport
Support Services Unit
In-Service Training Unit
Urban Search And Rescue (USAR)
Fire Marshal's Unit
Public Education & Outreach Unit
Inspectional Services Unit
Engineering Unit
Vegetation Management Unit
Medical Services Unit
Measure N - Paramedic
Fire Emergency Dispatch & Communications Unit
Emergency Management Services

Language Line Solutions	YES	YES	
City Line Brochure	YES	YES	
Administration Welcome	YES	YES	
Safe Housing Inspection Program Brochure	YES	YES	
Residential and Commercial Property Resource Guide	YES	YES	
Annual Inspection Notice- Vegetation Management	NO	NO	
Illegal Fireworks Flyer	YES	YES	
False Alarm Billing Appeal Form- Fire Alarm	NO	NO	
Key Box Purchase & Installation	NO	NO	
Evacuation Map Requirements	NO	NO	
Smoke Alarm/ Carbon Monoxide Alarm Giveaway Waiver	NO	NO	
Office Fire Safety	YES	NO	
Kitchen Fire Prevention	YES	NO	
Wildfires	YES	NO	
Emergency Help for Seniors	YES	NO	
Fire Extinguisher	YES	NO	
Emergency Preparedness	YES	NO	
Working Smoke Alarms Save Lives	YES	YES	
Carbon Monoxide	YES	NO	
Fire Safety for Pre-School	YES	NO	
Fire Safety for Seniors	YES	YES	Vietnamese
911 Register Form and FAQ	YES	YES	Vietnamese
Your Family Disaster Plan	YES	NO	
Emergency Procedures - Fire (Senior Residential Building)	YES	YES	Vietnamese
Citywide Exercise Flyer	NO	NO	
Class Completion Record	YES	YES	
Class Registration	YES	YES	
CORE I Manual	YES	YES	
CORE I Participant Evaluation	YES	YES	
CORE I Recruiter Flyer	NO	NO	
CORE II Manual	YES	YES	
CORE II Participant Evaluation	YES	YES	
CORE II Recruiter Flyer	NO	NO	
CORE III A Manual	NO	NO	
CORE III B Manual	NO	NO	
CORE III C Manual	NO	NO	
CORE III Recruiter Flyer	NO	NO	
Disaster Plan Worksheet	YES	YES	
Disaster Supplies Calendar	NO	NO	
Emergency Supply List	NO	NO	
Family Disaster Supplies	NO	NO	
Join CORE Request CORE Class	NO	NO	
Public Class Schedule	NO	NO	
Spanish CORE	YES	NO	
Welcome to the CORE Community	NO	NO	
Community CPR & First Aid Flyers	NO	NO	
Citizen's Academy PowerPoint	YES	NO	

Percentage of vital documents translated into one or both of the threshold language(s) = 58%

FIRE DEPARTMENT | 3
 FISCAL YEAR 2015-2016

Administration Division	238-3856	Completed
EMS Division	238-6957	Completed
Fire Prevention Bureau	238-3851	Completed
Arson Unit	238-4031	Completed
Vegetation Management Unit	238-7388	Completed
Emergency Management Services Division CORE	238-6351	Completed
Emergency Management Services Division	238-3938	Completed

Percentage of public phone number with translated voice recording = 100%

Communities of Oakland Respond to Emergencies (CORE) Program Overview	Yes	Yes
Introduction to CORE	Yes	Yes
CORE Neighborhood Emergency Communications Overview	Yes	Yes
Introduction to Two Way Radio Communication	Yes	Yes

PART III – QUALITATIVE ASSESSMENT (NARRATIVE)

**OAKLAND FIRE DEPARTMENT (FIRE)
FISCAL YEAR 2015-2016**

Please provide a summary assessment and narrative of public contact positions and the number of bilingual public contact position employees as of June 30, 2016.

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		BILINGUAL ENGLISH/ SPANISH			BILINGUAL ENGLISH/ CHINESE		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
593.95	448	51	68	EXCEEDED	25	14	NO

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year Oakland Fire Department (OFD) had a total of 448 PCPs this FY 2015-2016 to comply with the Ordinance.

In Fiscal Year (FY) 2015-2016, the Oakland Fire Department (OFD) had a total of 593.95 authorized positions of which 448 positions were Public Contact Positions (PCP). The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 51 and for Chinese speaking was 25. OFD had a total of 68 Spanish speaking and 14 Chinese speaking employees in BPCP during the FY. During this FY, Fire continued to exceed the goal for Spanish PCP.

OFD provides bilingual language access to services through both PCP and non-PCP positions. OFD had city-certified and self-identified employees who speak Spanish (75) and speak Chinese (15). Further, employees speak the following languages other than English: Cambodian, German, Japanese, Korean, Italian, Laotian, Russian, Tagalog and Vietnamese.

Efforts made to achieve compliance with the EAO included:

- (1) placing Equal Access brochures at front counters;
- (2) publishing a list of BPCP and non-PCP staff who speak the threshold languages;
- (3) utilizing non-PCP staff that have the ability to translate and/or interpret languages other than English;
- (4) utilizing over-the-phone interpretation services;
- (5) active recruitment and outreach efforts via Spanish and Chinese media such as newspapers and other advertising;
- (6) referral of service needs to the Equal Access Unit when OFD does not have the capability to serve

Successes we achieved included:

During FY 2015-16, the department hired sixteen (16) bilingual candidates as follows:

	Spanish Speaking	Chinese Speaking
Spanish Speaking	3	5
Chinese Speaking	0	0

Additionally, a Firefighter graduating from Academy 2-2015 is able to communicate in Sign Language.

Challenges we faced included:

The Firefighter labor agreement specifies assignments are based on seniority and personal preference, not language skills. For example, if a Firefighter who speaks Chinese does not bid for a position in the Chinatown area, the department is hindered from assigning a Chinese speaking employee to a fire station in that area. Before the agreement expires in October 2017, the department will discuss with Employee Relations alternatives to incentivize bilingual employees to select designated fire stations.

Vacancies are filled by promotion in accordance with the Personnel Manual (Civil Service Rules). If candidates on a promotional list don't have bilingual language skills, the department cannot go outside and recruit a bilingual candidate for a promotional position. Selection must be made from eligible candidates on the promotional list.

Among sworn members, one (1) Battalion Chief speaks Spanish. Sixty-eight (68) members at fire stations speak Spanish or Chinese:

Analysis of BPCP in firehouses using the community based methodology

Station	Address	FTE	PCP	Spanish	Chinese	Spanish %	Chinese %	Spanish Goal	Chinese Goal
1	1603 M. L. King Jr. Way	94612	10	4	40%	3.65%	1	10%	12.43%
3	1445 14th Street	94607	9	6	67%	5.46%	0	0%	15.56%
4	1235 International Blvd	94606	9	3	33%	2.40%	2	22%	13.31%
5	934 34th Street	94608	4	0	0%	0%	0	0%	0%
6	7080 Colton Blvd	94611	4	2	50%	0.41%	0	0%	1.80%
7	1006 Amato Avenue	94605	4	0	0%	0.43%	0	0%	.98%
8	463 51st Street	94609	8	1	13%	2.46%	0	0%	1.53%
10	172 Santa Clara Avenue	94610	4	0	0%	0.80%	0	0%	2.65%
12	822 Alice Street	94607	4	1	25%	5.46%	2	50%	15.56%
13	1225 Derby Avenue	94601	4	1	25%	26.53%	0	0%	4.37%
15	455 27th Street	94612	9	3	33%	3.65%	0	0%	12.43%
16	3600 13th Avenue	94610	4	2	50%	0.80%	0	0%	2.65%
17	3344 High Street	94619	5	1	20%	5.00%	1	20%	4.83%
18	1700 50th Avenue	94601	8	7	88%	26.53%	1	13%	4.37%
19	5776 Miles Avenue	94618	4	1	25%	0.38%	0	0%	0.67%
20	1401 98th Avenue	94603	9	3	33%	24.23%	0	0%	1.07%
21	13150 Skyline Boulevard	94619	4	0	0%	5.00%	0	0%	4.83%
22	751 Air Cargo Way	94621	6	1	17%	24.51%	0	0%	0.63%
23	7100 Foothill Blvd	94605	4	0	0%	0.43%	0	0%	.98%
24	5900 Shepherd Canyon Road	94611	4	3	75%	0.41%	0	0%	1.80%
25	2795 Butters Drive	94602	4	2	50%	3.17%	0	0%	5.27%
26	2611 98th Avenue	94603	4	5	125%*	24.23%	0	0%	1.07%
27	8501 Pardee Drive	94621	4	0	0%	24.51%	0	0%	0.63%
28	4615 Grass Valley Road	94621	4	1	25%	24.51%	0	0%	0.63%
29	1016 66th Avenue	94621	4	1	25%	24.51%	0	0%	0.63%
			137	48**	43%		7**	8%	

*A Shift (1); B Shift (2); C Shift (3)
**Eleven (11) Spanish speaking and two (2) Chinese speaking members are assigned to Routes (backfill for other members on Regular Day Off, Vacation or other Leave).

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Department's recruitment of bilingual applicants is identified at public events, in recruitment publications and in recruitment advertisements. When an applicant states that he/she speaks Spanish or Chinese, OFD submits his/her name to Human Resources Management (HRM), Equal Access Unit for bilingual testing. If the candidate passes the test, HRM certifies the candidate for his/her language skill.

Below is information related to the applicant pool from which Firefighter Trainees for Academies 1-2015 and 2-2015 were selected:

Firefighter Trainee 2013 Eligible List

Recruitment Step	Date	Total	Bilingual Spanish		Bilingual Chinese		
Applications Received	11/16/2012	3409	548		44		
Invited to Written	2/4/2013	2662	78%	234	43%	16	36%
Invited to Oral Interview	3/4/2012	1112	42%	72	31%	14	88%
Referred to Department	5/14/2013	557	50%	63	88%	9	64%
Invited to Academy 1-2015	7/20/2015	5		2		0	
Academy Graduation 1-2015	11/6/2015	5		2		0	
Invited to Academy 2-2015	12/28/2015	5		3		0	
Academy Graduation 2-2015	4/15/2016	5		3		0	

Below is information related to the applicant pool from which Firefighter Paramedic Trainees for Academies 1-2015 and 2-2015 were selected:

Firefighter Paramedic Trainee January 2015 Eligible List

Recruitment Step	Date	Total	Bilingual Spanish		Bilingual Chinese		
Supplemental Applications Received	12/9/14	45	6		1		
Referred to Department	1/29/15	45	100%	6	100%	1	100%
Invited to Academy 1-2015	7/20/2015	9		1		0	
Academy Graduation 1-2015	11/6/2015	9		1		0	
Invited to Academy 2-2015	12/28/2015	8		2		0	
Academy Graduation 2-2015	4/15/2016	7		2		0	

Below is information related to the applicant pool from which the Firefighter Trainees and the Firefighter Paramedic Trainees for Academy 1-2016 were selected:

Firefighter Trainee 2015 Eligible List

Recruitment Step	Date	Total	Bilingual Spanish		Bilingual Chinese		
Applications Received	4/29/15 – 4/30/15	2804	410		28		
Invited to Written	6/29/15	2383	85%	338	82%	23	82%
Invited to Oral Interview	8/3/15 – 8/7/15	971	35%	119	29%	10	36%
Referred to Department	9/1/15	525	19%	75	18%	6	21%
Invited to Academy 1-2016	6/6/2016	22		3		0	
Academy Graduation 1-2016	10/7/2016						

Firefighter Paramedic Trainee August 2015 Eligible List

Recruitment Step	Date	Total	Bilingual Spanish		Bilingual Chinese		
Applications Received	4/29/15 – 4/30/15	417	61		4		
Invited to Written	6/29/15	212	51%	27	44%	3	75%
Invited to Oral Interview	8/3/15	103	25%	17	28%	1	25%
Referred to Department	8/31/15	63	15%	13	21%	1	25%
Invited to Academy 1-2016	6/6/2016	12		5		0	
Academy Graduation 1-2016	10/7/2016						

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

A volunteer Fire Recruitment Committee was tasked with identifying Alameda County eligible candidates. Due to the time constraints (four months to recruit), the Committee focused on Emergency Medical Technician (EMT) and Paramedic Schools, social media, community based organizations, and word of mouth outreach. The Committee did not have a singular focus on bilingual candidates, however, 5% of those responding identified as fluent in another language.

OFD hosted many educational and outreach programs such as CORE (Communities of Oakland Respond to Emergencies) Training, Fire Safety Training, Fire Safety Information for Youth and Schools, Annual Fire Safety Day, Workshops, and an Emergency Preparedness Fair. CORE curriculum is available in English, Chinese, and Spanish.

In year 2015, 1,784 participants attended the English-language CORE classes and 123 participants attended the Chinese-language CORE classes. Thirteen (13) additional workshops were held January through May 2016 with attendance of 163. Eight of the English-language CORE classes incorporated Spanish interpreters as the updating of the Spanish curriculum is in progress.

4. Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Front reception desks maintain the Equal Access Office forms that include a list of interpretive services available in 20 languages, instructions for using a language line, information on communicating effectively through an interpreter, and a language access complaint form. OFD continued to maintain a standing contract with an outside vendor to provide translation services for 911 emergency calls.

OFD distributed to Fire locations a list of all department bilingual employees.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

OFD will continue to ensure all residents have access to services by:

- utilizing bilingual staff and over-the-phone interpretation services
- posting recruitment ads in local newspapers that identify the recruitment of bilingual applicants
- hiring bilingual candidates

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

- (1) Fire Administration 150 Frank H. Ogawa Plaza Oakland, CA 94612
- (2) Fire Prevention Bureau 250 Frank H. Ogawa Plaza Oakland, CA 94612

The translated documents for the 9-1-1 Registry are posted on the City website under the Oakland Fire Department and at the Emergency Management Services Division.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

OFD has a total of twenty-eight (28) program and services documents translated to Spanish (58%); seventeen (17) translated to Chinese (36%); and two (2) translated to Vietnamese. This includes disaster and emergency preparedness as a priority focus for language access efforts through Communities of Oakland Respond to Emergencies (CORE).

Some translated documents are internal documents developed by staff for public distribution. Those documents will be forwarded to the Office of Equal Access where they will be translated into the required languages. It is estimated by the Equal Access Unit that the translation process will take approximately three (3) weeks from the date the documents are received, with added time if the translation required is for more than one language.

Other documents are in the form of pamphlets which were purchased by the department from a third party publisher, usually a non-profit public safety agency. Staff will research the availability of these documents in Spanish and Chinese. If they are available, the department will purchase the documents from the third party publisher. If the documents are not available for purchase in these languages, staff will solicit permission from the publisher to translate them. Once permission is granted, we will forward the documents to the Equal Access Unit to be translated into the required languages.

If the documents is not available for purchase and permission is not granted by the third party publisher, staff will further research surrounding jurisdictions for non-copy written material or will develop our own and forward to the Equal Access Unit to be translated. It is anticipated these translations can be obtained in two (2) or three (3) months.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

No.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

OFD is 100% EAO compliant on all seven (7) public phone lines (see Part II, Table 5).

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

No EAO Language Access Surveys were returned to OFD identifying any public concerns or service gaps.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The two documents used as policies and guidelines are (1) Equal Access Ordinance and (2) Administrative Instruction 145 - Equal Access to City Services.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

Information is made available at OFD reception counters and at public events. Also, the EAO is explained during community meetings.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

No.

E. Action Plan

1. Please review the 2016 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

2016 Language Surveys were placed at the Fire Administration counter, the Fire Prevention counter and distributed during community CORE trainings and meetings. No surveys were submitted. OFD will continue to:

- maintain and update our list of staff who speak threshold languages
- actively recruit bilingual candidates as vacancies are filled
- request assistance from the Equal Access unit when OFD does not have the capability to serve

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Brochures are placed at front reception counters.

Language Services Reference Information is posted online at
<http://oaknetnews/departments/Fire/Information/index.htm>



DEPARTMENT NAME | 1
FISCAL YEAR 2015-2016

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

**DEPARTMENT NAME: Housing and Community Development
FISCAL YEAR: 2015 - 2016**

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Michele Byrd, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Housing and Community Development Department was submitted on June 30, 2016.

Michele Byrd 6/30/16

Signature & Date

**Michele A. Byrd
Director, Housing & Community Development Department**

Print Name & Title

HOUSING & COMMUNITY DEVELOPMENT DEPARTMENT (HCD)

PART II Quantitative Assessment

Michele Byrd Director 250 Frank H. Ogawa Plaza, 5 th Floor, Oakland, CA 94612 phone: (510) 238-3716 fax: (510) 238-3691 email: mbyrd@oaklandnet.com	Ellen Dillard 250 Frank H. Ogawa Plaza, 5 th Floor, Oakland, CA 94612 phone: (510) 238-6514 fax: (510) 238-3691 email: edillard@oaklandnet.com	Sylvia Shannon 250 Frank H. Ogawa Plaza, 5 th Floor, Oakland, CA 94612 phone: (510) 238-3715 fax: (510) 238-3691 email: sshannon@oaklandnet.com
--	--	---

Municipal Lending (88930)	1 SP	1 CH	1 SP	1 CH	YES	YES
Residential Rent Arbitration (88969)	1 SP	1 CH	1 SP	1 CH	YES	YES

SP = Spanish, CH = Chinese

Admin: Housing & Community Development
Housing Development
CDBG Coordination
Homeownership Programs
Municipal Lending
Residential Rent Arbitration

Foreclosure Brochure	YES	YES	Vietnamese
Income Limits & Partners (Insert)	YES	YES	Vietnamese
Short Letter to Accompany the Foreclosure Brochures When Mailed	YES	YES	Vietnamese
Informational Brochure	YES	YES	Vietnamese
Just Cause Information	YES	YES	Vietnamese
Just Cause Ordinance	YES	YES	Vietnamese
Notice to Tenants	YES	YES	Vietnamese
Outreach Postcard	YES	YES	Vietnamese
Rent Adjustment Ordinance Brochure	YES	YES	Vietnamese
Homeownership Loan Programs Brochure	YES	YES	Vietnamese
Housing Assistance Center Flyers	YES	YES	In Progress
Oakland Rent Control Insert Card	YES	YES	In Progress
Housing Services Outreach Brochure	NO	YES	In Progress
Housing Community Assessment Survey	YES	YES	In Progress

Percentage of vital documents translated into threshold language(s) = 100%

Redevelopment and Housing	238-3015	Completed
Rent Adjustment	238-3721	Completed

Percentage of public phone number with translated voice recording = 100%

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

HCD plans to continue to expand its outreach services to the LES population in Oakland over the next 12 months. The current emphasis has been with the residents who speak Spanish and Chinese. HCD's goal is to ensure that all Oakland residents have fair and equal access to the program and services that we offer regardless of the spoken language. HCD is also using third party agencies, such as International Contacts, Inc. to assist our clients.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Over the years, HCD has been consistent in displaying our program notices in the reception areas of our offices located at 250 Frank H. Ogawa Plaza, Suites 5313 and 6301 (5th and 6th floors). The Municipal Lending Unit has a bookshelf in their area where written materials are kept. The Rent Adjustment Unit has bookshelves for their written materials located at 250 Frank H. Ogawa Plaza, Suites 5313 and 6301. Additionally, brochures and other written materials are distributed at various community events inside and outside the Frank H. Ogawa Plaza, street fairs, home buyer fairs and Church events.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Vital documents for HCD programs have been modified and translated into Spanish, Cantonese, Mandarin and Vietnamese. These vital documents have been translated into the threshold languages required by the City's Equal Access Ordinance. We will continue to translate vital documents in different languages when necessary and needed.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

In an effort to serve the LES community, HCD also translated other vital documents during the reporting period, such as written materials regarding home ownership programs, Procedural Justice Training, notices, newspaper notice, Oakland Rent Control insert cards, Oakland AI Survey, Housing Assistance Center Flyer, Housing Services Outreach Brochures and Housing Community Assessment Surveys. These documents were translated into Spanish, Mandarin, Cantonese and Vietnamese. However, we are willing to translate documents into other languages if needed.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

HCD is providing multilingual telephone messages in the threshold languages required by EAO. The languages are English, Spanish, Mandarin, Cantonese and Vietnamese. We have been working on modifying all other telephone messages to provide multilingual service to the LES community. We hope to complete this before the next reporting period.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

No citywide survey was implemented during the reporting period.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Our procedures and written policies are in compliant with the City's Equal Access to Services Ordinance and AI 145.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

During the reporting period, our program staff attended various community events to promote our services and distribute written materials. The LES residents of Oakland were given information on how to obtain and use our services.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

HCD did not receive any complaints regarding our provision of bilingual services (oral or written) during the reporting period.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department

for the next 12 months to promote equal access to City Services regardless of language spoken.

Although no citywide survey was implemented during the reporting period, the overall results of the 2015 Language Survey did not show any negative findings on HCD programs. Nevertheless, it shows that HCD needs improvement in the way that we provide specific language assistance.

For the next 12 months, we plan to expand our community outreach, review and improve our program materials, and maintain an LES list of people served.

2. **Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.**

The notice of the availability of language access has been prominently posted at reception desks of our offices located at 250 Frank H. Ogawa Plaza, Suites 5313 and 6301 (5th and 6th floors). All of our program brochures contain the links to the Department's websites. The public may access the Department's Annual Compliance plan via City website.



[DEPARTMENT NAME] | 1
FISCAL YEAR 2015-2016

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

**DEPARTMENT NAME: HUMAN RESOURCES MANAGEMENT
FISCAL YEAR: 2015 - 2016**

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, ANIL COMELO, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for HUMAN RESOURCES MANAGEMENT DEPARTMENT was submitted on June 30, 2016.


Signature & Date


Print Name & Title

HUMAN RESOURCES MANAGEMENT DEPARTMENT (HR)

PART II Quantitative Assessment

Anil Comelo Director of Human Resources 150 Frank H. Ogawa Plaza, Suite 3332, Oakland, CA 94612 phone: (510) 238-3112 fax: (510) 238-2325 email: acomelo@oaklandnet.com	Silvia San Miguel Program Analyst 150 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612 phone: (510) 238-3112 fax: (510) 238-2325 email: ssanmiguel@oaklandnet.com	Victoria Chak Executive Assistant 150 Frank H. Ogawa Plaza, 3 rd Floor, Oakland, CA 94612 phone: (510) 238-3112 fax: (510) 238-2325 email: vehak@oaklandnet.com
--	---	---

Equal Access Unit (05221)	1 SP	1 CH	1 SP	1 CH	YES	YES
----------------------------------	------	------	------	------	-----	-----

SP = Spanish, CH = Chinese

Administration
Risk & Benefits
Recruitment & Classification
Equal Access

Equal Access Ordinance	YES	YES	
Equal Access Complaint Form	YES	YES	Vietnamese
Equal Access Language Survey	YES	YES	
Annual Compliance Plan Summary	YES	YES	
City Directory Brochure	YES	YES	
Language Assistance Service Poster	YES	YES	
Interpretation Equipment Requirements	YES	YES	
Interpretation Equipment Poster	YES	YES	
Interpretation Equipment Signage and Form	YES	YES	Vietnamese
Summer Jobs Flyer	YES	YES	

Percentage of vital documents translated into threshold language(s) = 100%

Human Resources -Front Desk	238-3112	Completed (EN/SP/CH)
Equal Access Program	238-2368	Completed (EN/CH)
Equal Access Program	238-6448	Completed (EN/SP)

Percentage of public phone number with translated voice recording = 100%

PART III - QUALITATIVE ASSESSMENT (NARRATIVE)
HUMAN RESOURCES MANAGEMENT DEPARTMENT (HRM)
FISCAL YEAR 2015-2016

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
37	5	1	1	YES	0	1	Exceeded

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Human Resources Management (HRM) department is fully committed into Equal Access to City Services Ordinance and continues to meet compliance requirements. The HRM currently has several non-public contact position openings (2 Technicians, 1 Assistant Analyst, and 1 Senior Analyst). HRM has maintained its vital document translation, multi-lingual recordings and bilingual staffing.

The Equal Access Program of HRM worked with all City Departments on regular basis to ensure Equal Access Ordinance (EAO) requirements are implemented throughout the City. This year our office staff visited the following Recreational Centers: Allendale, Carmen Flores, deFremery, Franklin, Malonga Casquelourd Center for the Arts, Montclair, San Antonio, Diamond, FM Smith Lincoln Square and Redwood Heights. All the Centers displayed trilingual poster promoting equal access to services in languages. The staff of each center was trained to use the Language Line services to access an interpreter in any language at any time. As part of the ordinance the Office continued to review and monitors all bilingual public contact position recruitments, HRM office pre-screens, tests and certifies bilingual candidates prior to employment. We continue to support all the City Departments providing training, posters, stickers, handouts, complaint forms and brochures. We also worked on a follow-up customer satisfaction survey with the Parking Citation Assistance Center, Business Tax Assistance Center and over ten recreation centers to further evaluate customer feedbacks. Result was provided in a Supplemental Report provided in March 2016. Overall, our office was involved in many on-site activities to promote and evaluate language assistance services.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

HRM participated at Job Fairs at Fruitvale District and Chinatown as part of our outreach to bilingual candidates. The HR regularly sent out weekly updates of City of Oakland job openings to over 100 agencies in the Bay Area, including Oakland Chamber of Commerce, Family Bridges, Inc., Youth Employment Partnership, Allen Temple, Asian Health Services, Oakland Vietnamese Chamber of Commerce, Oakland Chinatown Chamber of Commerce, Spanish-speaking Citizens Foundation, Chinese Community United Methodist Church, St. James Episcopal Church, Oakland Private Industry Council, and many more. HRM provided technical assistance and consultation to City departments on recruitment outreach. Public Contact Position vacancies were often advertised on the Oakland Tribune, El Mundo, and Sing Tao newspapers on regular basis.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

HRM housed sufficient bilingual employees to provide bilingual services to the public. The department had 3 bilingual employees who can provide assistance in Spanish and 2 bilingual employees who can provide assistance in Chinese. In addition, HRM front counter has included a new senior aide assistant who is bilingual in English and Spanish. Senior Aide Program is a federally funded employment training program for mature adults. This addition further expanded our language availability at the front counter.

As part of a new initiative, our office partnered with the Mayor's Office and the Oakland Unified School District in the Oakland Promise Project. The Oakland Promise project aims to have every child in Oakland go to college; providing college fund accounts from the day they start kindergarten to scholarships when the students apply for college. We teamed up with the OUSD and together we provide language services in the form of translation of documents and interpretation services in various languages; ensuring that all constituents have access to all the information regardless of the language. In addition, our office worked with the Planning and Building Department in development an On-Line Permit Center available in English, Spanish and Chinese platforms. The Spanish platform is expected to be launched this summer and the Chinese platform is expected to be launched this Fall.

We also worked with the City Administrator's office City-wide Communications Team in the development of a new Styles Guide created for all city employees to make sure the writing style is of consistent and easy to understand. A section on Language Accessibility is included in the instructional guide. Once approved, the Styles Guide will be made available throughout City departments.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

In an effort to enhance diversity awareness, HRM offered Diversity Training to all the City employees. Employees attended a half-day workshop on topics centered on diversity, inclusion, and equity. The training took an interactive and generalized approach on how to improve relationships, communications and how to navigate through conflict caused by differences and perceived beliefs so it does not cause damage or harm to the service our employees provide to the community. Staff was able to engage interdepartmentally and share experiences as well as solution oriented approaches to how to improve our communications and relationships to better serve. In this fiscal year, HRM offered a total of 109 Diversity Training and 3,057 employees participated and completed the training.

5. Please describe your Department plans for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

HRM is committed to the following

1. An additional 15 sessions of the Diversity Training will be offered July to September 2016 for new employees, employees who had not have a chance to complete the training yet. HRM is projected to train an additional 400 to 500 employees within the next four months.
2. Continue supporting all the City departments with the translation of vital documents, providing interpretation services for all the meetings and hearings. Contacting the ethnic media to make sure the outreach is made to the entire Spanish and Chinese constituency.

3. Supporting department by making on-site trainings available. - The Equal Access Program will continue to promote the availability of on-site training for City employees, interns and volunteers to be training on resources available when serving LES clients.
4. Work with the City-wide Communications Team and Information Technology Department on improving language access to City website and online portals. Conduct further research and testing on different content management systems and translations methods to identify solution for the City. In addition, HRM is also conducting research to identify potential vendor to assist with social media and online marketing for City job openings.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Front counter, 150th Frank H Ogawa Plaza 2nd Floor Oakland, CA 94612

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

100%

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

HRM continued to provide its vital documents in English, Spanish and Chinese.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

Our front desk voice mail box is equipped with voice messages in English, Spanish and Chinese. Employees working at service counter have access to the Language Line Services, an over-the-phone interpretation services that can serve over 100 languages. In addition, the Equal Access Office is housed at HRM and is available to provide Spanish and Chinese support as needed.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

This Fiscal Year the office did not conduct a citywide survey.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Front Counter staff was provided with tools to facilitate communication with LES persons. HRM followed Administrative Instruction 145 in our implementation of language access services. Our Office

coordinated the collection, compilation, and reporting of data with the Language Access Coordinators in each City department, and monitored closely if any complaint was filed.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

Posters were displayed prominently at our public counter letting constituents know language service was available. The Equal Access Program also participated in community meetings, and supported events with interpretation services. Example of events included: Neighborhood Crime Prevention Council meetings, the Mayor's Toy Drive, the Mayor's Town hall Meetings, Job Fairs and more.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution. No.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

As we continue to comply with the Equal Access Ordinance, HRM is committed to the following:

1. An additional 15 sessions of the Diversity Training will be offered July 2016 to September 2016 for new employees, employees who have not had a change to complete the training yet. HRM is projected to train an additional 400 to 500 employees within the next four months.

2. Continue supporting all the City departments with the translation of vital documents, providing interpretation services for all the meetings and hearings. Contacting the ethnic media to make sure the outreach is made to the entire Spanish and Chinese constituency.

3. Supporting department by making on-site trainings available. - The Equal Access Program will continue to promote the availability of on-site training for City employees, interns and volunteers to be training on resources available when serving LES clients.

4. Work with the City-wide Communications Team and Information Technology Department on improving language access to City website and online portals. Conduct further research and testing on different content management systems and translations methods to identify solution for the City. In addition, HRM is also conducting research to identify potential vendor to assist with social media and online marketing for City job openings.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan

The Equal Access Program Brochure and the City's Helpful Phone Numbers Brochure were provided in English, Spanish and Chinese in the lobby area. This Annual Compliance Plan will be available on City Website once it is approved.



CITY OF OAKLAND

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

HUMAN SERVICES DEPARTMENT | 1
FISCAL YEAR 2015-2016

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: Human Services
FISCAL YEAR: 2015-2016

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Sara Ballew, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services was submitted on June 27, 2016.

Sara Ballew
Secretary & Director

Sara Ballew
Secretary & Director

PART II Quantitative Assessment

HUMAN SERVICES DEPARTMENT (HSD)

<p>Sara Bedford Director of Human Services 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612 phone: (510) 238-6784 fax: (510) 238-7207 email: sbedford@oaklandnet.com</p>	<p>Dana Perez Assistant to the Director 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612 phone: (510) 238-3247 fax: (510) 238-7207 email: dperez@oaklandnet.com</p>	<p>Dana Perez Assistant to the Director 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612 phone: (510) 238-3247 fax: (510) 238-7207 email: dperez@oaklandnet.com</p> <p>Sytara Ellis Headstart Program Coordinator 150 Frank H. Ogawa Plaza, 5th Floor, Oakland, CA 94612 phone: (510) 238-6803 fax: (510) 238-2157 email: sellis@oaklandnet.com</p>
--	---	---

Multipurpose Senior Service Program Unit (75231)	1 SP	1 CH	2 SP	2 CH	YES	YES
--	------	------	------	------	-----	-----

SP = Spanish, CH = Chinese

Linkages Program Unit
Senior Companion Program Unit
Outreach Program Unit
Oakland Paratransit for the Elderly and Disabled Unit
Senior Aide Program Unit
Multipurpose Senior Service Program
Senior Center Unit
* Senior Center (Citywide)
* Senior Center (Downtown Oakland)
* Senior Center (East Oakland)
* Senior Center (North Oakland)
* Senior Center (west Oakland)
DHS Administration Unit
Policy & Planning
Community Housing Services
Head Start Unit
* Head Start - Service Area I (Fannie Wall - P/D)
* Head Start - Service Area I (West Grand - P/D)
* Head Start - Service Area I (Eastmont - P/D)
* Head Start - Service Area I (Franklin - P/D)
* Head Start - Service Area I (Frank G. Mar - P/D)
* Head Start - Service Area I (San Antonio Park - P/D)

* Head Start - Service Area I (Virginia Ave - P/D)
* Head Start - Service Area II (Arroyo Viejo - P/D)
* Head Start - Service Area II (Tassafaronga - P/D)
* Head Start - Service Area II (Lion Creek Crossing - P/D)
* Head Start - Service Area II (Sun Gate - P/D)
* Head Start - Service Area II (San Antonio CDC - P/D)
* Head Start - Service Area II (Brookfield - P/D)
* Head Start - Service Area II (85th Ave - P/D)
* Head Start - Service Area II (Manzanita - P/D)
* Head Start - Family Child Care
* Head Start - Home Base Program @ Franklin
* Head Start - Site
* Head Start - Central Kitchen
* Head Start - Central Office
* Early Head Start Service Area I (FAMES) - F/D
* Early Head Start Service Area I (First Presbyterian) - F/D
Early Childhood and Family Services
Year Round Lunch Program Unit
Youth Services
Children & Youth Services and Policy & Planning

HSD Brochure	YES	YES	
Head Start Parents Handbook 2014/15	YES	YES	
HSD Appendix A	YES	YES	
HSD Parent Survey	YES	YES	
Oakland Unite Program Brochure	YES	YES	
Oakland Unite Client Consent Form	YES	YES	
Oakland Unites Reentry Client Consent Form	YES	YES	
Older Americans Celebration Flyers	YES	YES	
Community Letter	YES	YES	Japanese
Multipurpose Senior Services Program Brochure	YES	YES	
Senior Centers Brochure	YES	YES	
Homeless Program Brochure	YES	YES	
Hunger Program Brochure	YES	YES	
Community Action Partnership Brochure	YES	YES	
Summer Food Service Program Brochure	YES	YES	
Community Housing Program Brochure	YES	YES	
Senior Volunteers Program Brochure	YES	YES	
ASSETS Employment Program Brochure	YES	YES	
ASSETS Employer Brochure	YES	YES	
Oakland Paratransit Program Brochure	YES	YES	
Oakland Fund for Children & Youth	YES	YES	
Early Head Start Brochure	YES	YES	

Head Start Brochure	YES	YES	
Head Start Application Status Letter	YES	YES	Vietnamese, French, Arabic, Igbo, Trigma
Head Start Acceptance Letter	YES	YES	Vietnamese, French, Arabic, Igbo, Trigma
Head Start Parent Survey	YES	YES	
Head Start Enrollment Form	YES	YES	
Homeless Declaration Form	YES	YES	Vietnamese
Determination Record Form	YES	YES	
Summer Menu	YES	YES	
Survey Instructions & Letter	YES	YES	
Aging & Adult Services Older American's Flyer	YES	YES	
Help Feed Kids this Summer document	YES	YES	
Summer Food Service Program Site Eligibility Guidelines	YES	YES	

100% of Program Brochures translated into threshold language(s).

Early Head Start (EHS) Emergency Card
EHS Family Needs Assessment
EHS Admission Policy and Agreement
EHS Attendance Policy
EHS Photo/Video Release
EHS Code of Conduct
EHS Family Partnership Strength Based Check List
EHS Agency Transition Plan
Updated Senior Companion Program (SCP) Care Plans
SCP Special Program Flyers
SCP Volunteer Specific Guidelines/Procedures

HSD Front Desk	238-3121	Completed
Head Start	238-3165	Completed

Percentage of public phone number with translated voice recording = 100%

PART III - QUALITATIVE ASSESSMENT (NARRATIVE)
HUMAN SERVICES DEPARTMENT (HSD)
FISCAL YEAR 2015-2016

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		BILINGUAL ENGLISH/ SPANISH			BILINGUAL ENGLISH/ CHINESE		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
306	154	17.5	33	EXCEEDED	8.7	17	EXCEEDED

Human Services Department - Head Start Center & Senior Center Analysis								
Center	Address	Zip Code	PCP	Spanish		Chinese		
				Goal	Actual	Goal	Actual	
1 FANNIE WALL	647 55th Street	94609	4.00	0.10	0.00	0.06	0.00	
2 FRANK G. MAR	274 12th Street	94607	4.00	0.22	0.00	0.62	2.00	
3 FRANKLIN	1010 E15th Street	94606	3.00	0.22	0.00	0.40	2.00	
4 MANZANITA	2701 22nd Ave	94606	3.00	0.22	1.00	0.40	0.00	
5 SAN ANTONIO CDC	2228 E19th Street	94606	6.00	0.44	1.00	0.80	1.00	
6 SAN ANTONIO PARK	1701 E19th Street	94606	5.00	0.37	1.00	0.67	2.00	
7 VIRGINIA	4335 Virginia Ave	94619	6.00	0.30	1.00	0.29	0.00	
8 ARROYO VIEJO	7701 Krause Ave	94605	3.00	0.28	1.00	0.03	0.00	
9 BROOKFIELD	9600 Edes Ave	94603	6.00	1.45	0.00	0.06	0.00	
10 EASTMONT	7200 Bancroft Ave	94605	10.00	0.94	3.00	0.10	1.00	
11 LION CREEK CROSSINGS	6818 Lions Way#110	94621	6.00	1.47	1.00	0.04	1.00	
12 SUN GATE	2563 International	94601	6.00	1.59	1.00	0.26	1.00	
13 TASSAFARONGA	975 85th Ave	94621	3.00	0.74	1.00	0.02	0.00	
14 WEST GRAND	1058 W Grand Ave	94607	7.00	0.38	1.00	1.09	0.00	
15 85TH AVENUE	8501 International	94621	8.00	1.96	1.00	0.05	1.00	
16 92ND AVENUE	9202 International	94603	8.00	1.94	6.00	0.09	1.00	
17 FAME (Early Head Start EHS)	3717 Telegraph Ave	94606	6.00	0.44	2.00	0.80	0.00	
18 FIRST PRESBYTERIAN (EHS)	2619 Broadway	94612	5.00	0.18	1.00	0.62	0.00	
19 EAST OAKLAND SR. CENTER	9255 Edes Ave	94621	3.00	0.74	1.00	0.02	0.00	
20 WEST OAKLAND SR. CENTER	1724 Adeline Street	94607	2.50	0.14	0.00	0.39	0.00	
21 DOWNTOWN OAKLAND SR. CENTER	200 Grand Ave	94612	2.50	0.09	1.00	0.31	0.00	
22 NORTH OAKLAND SR. CENTER	5714 MLK, Jr Way	94609	2.50	0.06	0.00	0.04	0.00	

*City Towers Head Start Center is closed.

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

In Fiscal Year 2015-16, the department is very successful in recruiting bilingual employees to meet the need of clients. HSD continues to strive to meet/exceed full compliance. Additionally, the department meets federal grant mandates around language access in our Head Start Program. It is mandated that staff be capable speaking in the families' served first language and that all documents be translated as such.

The following three regulations from the Head Start Performance Standards reference staff communication in their native language include:

> 1304.51 (b) Communications and (c) Communication with families:

(b) Communications-general. Grantee and delegate agencies must establish and implement systems to ensure that timely and accurate information is provided to parents, policy groups, staff, and the general community.

(c) Communication with families.

(1) Grantee and delegate agencies must ensure that effective two-way comprehensive communications between staff and parents are carried out on a regular basis throughout the program year.

(2) Communication with parents must be carried out in the parents' primary or preferred language or through an interpreter, to the extent feasible.

> 1304.21 Education and early childhood development.

(a) Child development and education approach for all children.

(1) In order to help children gain the skills and confidence necessary to be prepared to succeed in their present environment and with later responsibilities in school and life, grantee and delegate agencies' approach to child development and education must:

(i) Be developmentally and linguistically appropriate, recognizing that children have individual rates of development as well as individual interests, temperaments, languages, cultural backgrounds, and learning styles;

> 1306.20 regarding classroom staffing.

(2) When a majority of children speak the same language, at least one classroom staff member or home visitor interacting regularly with the children must speak their language.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

Chinese and Spanish speakers are highly desirable for all recruitments in HSD. We partnered with HRMD and Equal Access when recruitments are for Public Contact Positions and especially for satellite locations that are targeted to serve limited English speaking populations. Multiple language screening and certification were conducted this year.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

Each work station has a complete list of bilingual staff contacts and in addition they have the interpretation phone line access information. Signs have been posted in multiple languages to promote language access assistance. Reception staff received a refresher regarding the bilingual contact list and the interpretation phone line to ensure that all staff understands how to effectively serve LES clients that require assistance. HSD was involved in testing a new interpretation system for American Sign Language.

4. Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

All brochures have been translated in addition this year, HSD translated the Older American's Month event flyer. HSD performs targeted outreach in LES geographical areas for Head Start open enrollment periods and all events.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Department plans to continue its written and verbal outreach approach to the Oakland community to ensure that HSD clients are connected to resources and receive services needed and that limited English speaking population have access to HSD services.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Notices are posted at all satellite locations throughout the City and at our reception areas on the 4th 5th floors of 150 Frank Ogawa Plaza.

Senior Center Unit Senior Center (Downtown Oakland) Senior Center (East Oakland) Senior Center (North Oakland) Senior Center (West Oakland)
Head Start Unit Head Start - Service Area I (Fannie Wall) Head Start - Service Area I (West Grand) Head Start - Service Area I (Eastmont) Head Start - Service Area I (Franklin) Head Start - Service Area I (Frank G. Mar) Head Start - Service Area I (San Antonio Park) Head Start - Service Area I (Virginia Ave) Head Start - Service Area II (Arroyo Viejo) Head Start - Service Area II (Tassafaronga) Head Start - Service Area II (Lion Creek Crossing) Head Start - Service Area II (Sun Gate) Head Start - Service Area II (San Antonio CDC) Head Start - Service Area II (Brookfield) Head Start - Service Area II (85th Ave) Head Start - Service Area II (Manzanita) Head Start - Family Child Care Head Start - Home Base Program @ Franklin Early Head Start - FAME Early Head Start - First Presbyterian

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

HSD is committed to translating all vital documents into threshold languages. The department reported all documents fully translated in last year's report. In the past twelve months, staff engaged in comprehensive review of materials and identified/ created new materials for translation. We are working closely with EAO Office in getting all translated version ready for distribution.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

The Human Services Department completed translation of program brochures into Spanish and Chinese, and also translated the Older American's Event Flyer.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated? 100% completed.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The Department participated in a Citywide survey in 2015. The department will ensure that signs for language assistance shall be clearly visible to the public and that the receptionists are better prepared to address language barrier interpretation needs promptly.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The City has written into its MOUs with the Unions, a bilingual award structure for both spoken and written skills. The written structure has recently been revamped and certification process has been clarified. HSD bilingual staff are being certified in this procedure to better serve the community at large.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

The department has simplified the Website URL for Head Start clients to utilize (www.oaklandheadstart.com) and we have incorporated social media into our outreach efforts thus reaching more community members than ever before. Additionally the department advertises events and enrollment opportunities through language appropriate media, etc.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The Department did not receive any complaints over this period. The complaints would be routed to the Assistant to the Director who would then take action to resolve the particular issue and determine any policy/procedural changes that would need to occur, if appropriate. Records of complaints would be maintained in that office.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

The Department shall continue to recruit for bilingual staff and provide service to community members in their native languages as needed. The department will proactively provide strategic outreach as it pertains to language access. The department will ensure that all vital documents are translated into threshold languages. Additionally, reception staff have been trained to address language barriers promptly and language access signs will be made more visible. Our signs alerting the public of language access assistance have been redesigned to make more of an impact.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The notice of availability of language access has been posted prominently at all satellite offices and on the 4th 5th floors of 150 Frank Ogawa Plaza at all reception areas. Please refer to section "B" for a list of sites.

The information is posted on the City of Oakland Website as well as the Department's annual compliance plan under Equal Access.



CITY OF OAKLAND

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

INFORMATION TECHNOLOGY | 1
FISCAL YEAR 2015-2016

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: Information Technology Department
FISCAL YEAR: 2015-16

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Katano Kassaine, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Information Technology Department was submitted on 6/24/16.

Katano Kassaine
Signature & Date

Katano Kassaine, Chief Information Officer
Print Name & Title

INFORMATION TECHNOLOGY DEPARTMENT | 1
FISCAL YEAR 2015-2016

PART II Quantitative Assessment

ECONOMIC & WORKFORCE DEVELOPMENT DEPARTMENT (EWD)

Katano Kassaine Interim Chief Information Officer Information Technology Dept. 150 Frank Ogawa Plaza Oakland, CA 94612 Phone: (510) 238-6741 Fax: (510) 986-2800 Email: kkassaine@oaklandnet.com	Tyehimba Jelani Administrative Analyst II 150 Frank Ogawa Plaza Oakland, CA 94612 Phone: (510) 238-3035 Fax: (510) 238-3555 Email: tjelani@oaklandnet.com	Cynthia Perkins Assistant to the Director 150 Frank Ogawa Plaza Oakland, CA 94612 Phone: (510) 238-4702 Fax: (510) 238-2800 Email: cperkins@oaklandnet.com
--	--	--

No Super PCP units in Information Technology Department

Administration
Reprographics Services
Help Desk
Desktop Support
System & Database Administration
Application Development
Project Coordination
Public Safety
Network Communication

No vital public documents			

Percentage of vital documents translated into one or both of the threshold language(s) = ____ %

No public phone numbers

Percentage of public phone numbers with translated voice recording = ____ %



[DEPARTMENT NAME] | 1
FISCAL YEAR 2015-2016

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: Mayor's Office
FISCAL YEAR: 15-16

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, [NAME OF AGENCY HEAD], hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for [DEPARTMENT NAME] was submitted on [DATE].

[Signature] 4/30/16
Signature & Date

TAMIGLIA Moss 4/30/16
Print Name & Title

OFFICE OF THE MAYOR (MAYOR)

PART II Quantitative Assessment

Libby Schaaf Mayor 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-3141 fax: (510) 238-4731 email: lquan@oaklandnet.com	Shereda Nosakhare Deputy Chief of Staff 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-4739 fax: (510) 238-4731 email: snosakhare@oaklandnet.com	Debbie Comeaux Accountant III 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-7662 fax: (510) 238-2223 Email: dcomeaux@oaklandnet.com
---	--	--

Oaklanders' Assistance Center (02111)*	1 SP	1 CH	1 SP	0 CH	YES	NO
--	------	------	------	------	-----	----

SP = Spanish, CH = Chinese

Mayor's Administration
Oaklanders Assistance Center

Mayor's Toy Drive Flyer	YES	YES	
Helpful Phone Numbers	YES	YES	
Mayor's Interview	YES		
Oakland Promise Overview	YES	YES	Arabic, Vietnamese
Oakland Promise Vision	YES	YES	
Oakland Promise Flyer	YES	YES	
Safe Oakland Speaker Series Flyer (5 documents)	YES	YES	
Minimum Wage Flyer	YES	YES	

Percentage of vital documents translated into one or both of the threshold language(s) = 100%

Office of the Mayor Front Desk	238-3141	Completed
Mayor's Toy Drive Hotline	777-8697	Completed
Oaklanders' Assistance Center	444-2489	Completed
Karely Ordaz Salto	238-7340	Completed
Sun Kwong Sze	238-7577	Completed
Jose Corona	238-7581	Completed

Percentage of public phone number with translated voice recording = 100%

*The Oaklander's Assistant Center is funded through the City Administrator's office but is Supervised by the Office of the Mayor.

PART III - QUALITATIVE ASSESSMENT (NARRATIVE)
MAYOR'S OFFICE (MAYOR)
FISCAL YEAR 2015-2016

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
16	10	1	2	YES	1	1	YES

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Mayor's office is complying with the Equal Access Ordinance by having bilingual staff and volunteers who are able to respond to calls made by LES persons and have ensured that the front desk has access to the appropriate information. The Mayor's Office is eager to communicate its various program offerings and communications equally among community members city-wide. The office consistently translates its outreach materials into Spanish or Chinese and reflects the communities/neighborhoods it is reaching. It also provides translation equipment and translators in Spanish and Chinese as appropriate at public meetings where LES persons may attend.

The Mayor's office had a total of 10 PCPs this FY 2015-2016. 2 PCPs were Spanish speaking and 1 was Chinese speaking.

The Oaklander's Assistance Center (OAC), a Mayor's Office initiative has 2 PCP's this FY 2015-2016. 1 PCP was Spanish speaking. The OAC is structured under the City's Administrator's personnel budget for funding purposes.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Mayor's office includes its interest in bilingual candidates when recruiting applicants and will assess the level of the proficiency. During the Staff recruitment phase, the Mayor's office has attracted a large pool of applicants that included bilingual applicants.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

Mayor Libby Schaaf connects with Oakland's Spanish speaking communities at least one time per month through a live interview on KIQI (1010 AM, "Radio Unica"). KIQI (is a Spanish-language radio station based in San Francisco. It is under ownership of Multicultural Broadcasting. KIQI serves the Bay Area's fast-growing Latino community reaching almost 1.5 million in the Bay area.

Each live interview is 25 - 32 minutes long. During the first half, the host asks the Mayor questions (in English and Spanish) based on current events in Oakland. During the second half,

Mayor Schaaf takes calls from listeners (Spanish and English). In addition, she speaks in Spanish at events with Spanish-speaking audiences and attends many event in the Chinese community.

The Mayor's office coordinates with the Equal Access Office when needed. Implementation of the Equal Access Language Line has been very helpful to staff and callers.

4. Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

The Mayor's Office coordinates with the Equal Access Office where appropriate to assess language skills.

The Mayor's Office has a designated Language Access Coordinator who ensures that the office maintains a list of employees in the office who speak the threshold languages as well as the interpretation service should it be necessary.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Mayor's Office consistently translates its materials into Spanish and Chinese, takes advantage of the Equal Access Office's language interpretation services, and recruits volunteers who can regularly assist with additional language requirements. The Mayor's Office adopts and implements Language Access Policies including ensuring that each PCP is trained in the use of interim measures to assist LES persons.

The Mayor's Office continues to respond to media requests from news outlets that provide information to LES communities.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The public notice is posted both on the 1st floor in the Oaklanders Assistance Center at the front desk and on the 3rd floor also at the front desk. The Mayor's Office policy is that the front desk receptionist alert the Language Access Coordinator when a new sign needs to be posted.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Mayor's Office Administration Unit had a total of 8 vital document FY 2015-2016, of which 8 were translated into Spanish and 7 into Chinese. The Oaklanders Assistance Center had a total of 2 vital documents FY 2015-2016, of which 2 - 100% were translated into Spanish and 2 - 100% were translated into Chinese.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

The Mayor's office translated the following documents in Spanish and Chinese.

Safe Oakland Speaker Series flyer (5 different events), Mayor's interviews, Oakland Promise Overview, Oakland Promise Flyer, Oakland Promise Vision and a Budget Workshop announcement video.

The Oaklanders Assistance Center translated the Mayor's Toy Drive Flyer and the Helpful phone numbers in Spanish and Chinese.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Mayor's Office maintains a recorded telephonic message in English, Spanish and Chinese with the basic information about the Mayor's Office operation including business hours and location. Bilingual staff have recorded messages on their voicemails.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?
The Mayor's Office consistently translates its materials into Spanish and Chinese, takes advantage of the Equal Access Office's language interpretation services, or has Staff that can regularly assist with additional language requirements. The Mayor's Office adopts and implements Language Access Policies including ensuring that each PCP is trained in the use of interim measures to assist LES persons.
2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.
The Mayor's Office uses translated written materials, translators, bilingual volunteers and bilingual staff to communicate with LES Spanish and Chinese populations. The Mayor's Office's policy is to abide by the Equal Access Ordinance.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).
The Oaklanders Assistance Center delivers documents that outline available services to the NSCs that serve the Chinese and Spanish speaking communities, the ethnic chambers of commerce, the Spanish Speaking Citizens Foundation, Unity Council, Cesar Chavez and Chinatown Library branches.
4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.
There are no complaints on file. Complaints can be delivered to the Mayor's Offices via email, in person, or by phone. The offices also have print outs of complaint forms at the front desk. The Mayor's Offices will provide the services that are requested in an effort to resolve any complaints as quickly as possible. Both offices will maintain a file with complaints for not less than two years.

E. Action Plan

1. Please identify three action steps and your Department's plan for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The Mayor's office will continue to abide by the Equal Access Ordinance by means of having bilingual staff and volunteers, continue to use translated materials for community outreach and utilize the Equal Access office and the Equal Access Language Line when needed and necessary.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The public notice is posted both on the 1st floor in the Oaklanders Assistance Center at the front desk and on the 3rd floor also at the front desk. The Mayor's Office policy is that the front desk receptionist volunteers alert the Language Access Coordinator when a new sign needs to be posted. Annual compliance plan will be posted on the City website and accessible to the public.



CITY OF OAKLAND

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

DEPARTMENT NAME | 1
FISCAL YEAR 2015-2016

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: OAKLAND PUBLIC LIBRARY
FISCAL YEAR: 2015-2016

Provide the following certification that the Department head has reviewed the Annual Compliance Plan for final approval:

I, **GERRY SARZON**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the OAKLAND PUBLIC LIBRARY was submitted on JULY 6, 2016.


Signature & Date
Gerry Sarzon
Director
Print Name & Title

OAKLAND PUBLIC LIBRARY (OPL)

PART II Quantitative Assessment

Gerard Garzon Director of Library Services 125 14th Street, 2 nd Floor Oakland, CA 94612 phone: (510) 238-6608 fax: (510) 238-3295 email: ggarzon@oaklandnet.com	Crystal Ramie-Adams Management Assistant 125 14th Street, 2 nd Floor Oakland, CA 94612 phone: (510) 238-6716 fax: (510) 238-2232 email: gramie@oaklandnet.com	Crystal Ramie-Adams Management Assistant 125 14th Street, 2 nd Floor Oakland, CA 94612 phone: (510) 238-6716 fax: (510) 238-2232 email: cramie@oaklandnet.com
---	--	--

1. Administrative Unit (61211)						
2. Main Library Administration (61221)						
3. Art/History/Literature (61231)						
4. Magazines and Newspapers (61235)	1 SP	1 CH	5.42 SP	0.85 CH	YES	NO
5. Science Business and Sociology (61236)						
6. Children's Room (61237)						
7. Circulation/Automation (61243)						
8. Asian Branch (61341)	-	2 CH	0 SP	7.33 CH	-	YES
9. Latin American Branch (a.k.a. Cesar Chavez) (61345)	1 SP	-	5.07 SP	0 CH	YES	-

SP = Spanish, CH = Chinese

Director Unit
Departmental Operation Unit (Financial & Administrative Services Office)
Automation (Computer Services)
Children Services/Youth Room (Cataloging/Processing)
Community Relations
Acquisitions
On-Call Public Services
Literacy (Second Start Adult Literacy)
Children's Services/Youth
Support Services Unit (Teen Services)
Administrative Unit
Main Library Administration
Art/History/Literature

Magazines and Newspapers
Science Business and Sociology
Children's Room
Circulation/Automation
Branch Administration
Brookfield Village Branch
Dimond Branch
Eastmont Branch
Elmhurst Branch
M.L. King Jr. Branch
Montclair Branch
Rockridge Branch
Temescal Branch
District I Administration (81st Ave Branch)
Golden Gate Branch
Lakeview Branch
Melrose Branch
Piedmont Branch
West Oakland Branch
African-American Museum & Library
Asian Branch
Latin American Branch (Cesar Chavez Branch)

Adult Library Card Application	YES	YES	Vietnamese
Children's Library Card Application	YES	YES	Vietnamese
Teen Library Card Application	YES	YES	Vietnamese
OPL Extended Services Application	YES	YES	
Library Behavior Guidelines	YES	YES	Vietnamese
Comment Card	YES	YES	
Welcome to Your Library	YES	YES	
Library Privacy Statement	YES	YES	

Percentage of vital documents translated into threshold language(s) = 100%

TABLE 5: RECORDED TELEPHONIC MESSAGES	Multilingual Lines	Status
Asian Branch Library	238-3400	Completed (EN/CH)
Brookfield Branch Library	615-5725	Completed (EN/SP)
Eastmont Branch Library	615-5726	Completed (EN/SP)
Elmhurst Branch Library	615-5727	Completed (EN/SP)
Latin American 'Cesar Chavez' Library	535-5620	Completed (EN/SP)
Main Library-Information Desk	238-3134	Completed (EN/SP)
Main Library-Reference Desk	238-3138	Completed (EN/SP)
Melrose Branch Library	535-5623	Completed (EN/SP)
81st Avenue Branch Library	615-5812	Completed (EN/SP)

Percentage of public phone number with translated voice recording = 100%

**PART III – QUALITATIVE ASSESSMENT (NARRATIVE)
THE OAKLAND PUBLIC LIBRARY (OPL)
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
215.29	174.60	19.89 FTE	32.34 FTE	EXCEEDED	9.83 FTE	15.38 FTE	EXCEEDED

FY 15-16 Library Analysis by Branch Locations							
Library Facilities	Address	Zip Code	PCP	Spanish		Chinese	
				Goal	Actual	Goal	Actual
81st Avenue	1021 81st Avenue	94621	8.20	2.00	2.93	0.05	0.00
African American Museum	659 14th Street	94607	5.10	0.28	0.00	0.79	0.00
Asian	388 9th Street #190	94607	10.35	0.57	0.00	1.61	7.33
Brookfield	9255 Edes Avenue	94603	4.17	1.01	1.40	0.04	1.00
Cesar Chavez	3301 East 12th Street #271	94601	7.16	1.90	5.07	0.31	0.00
Diamond	3565 Fruitvale Avenue	94602	9.17	0.29	1.00	0.48	0.40
Eastmont	7200 Bancroft Ave #211	94605	6.56	0.62	1.36	0.06	0.00
Elmhurst	1427 88th Avenue	94621	4.00	0.98	2.00	0.03	0.00
Golden Gate	5606 San Pablo	94608	4.72	0.16	1.00	0.07	0.00
Lakeview	550 El Embarcadero	94610	5.30	0.04	0.56	0.14	0.42
Main Library (includes On-Call, Teen & Children's Svc. Branch Admin)	125 14th Street	CITYWIDE	70.26	8.00	12.28	3.96	4.23
Martin Luther King Jr.	6833 International Blvd	94621	4.00	0.98	1.40	0.03	0.00
Melrose	4805 Foothill Blvd	94601	4.00	1.06	0.80	0.17	0.00
Montclair	1687 Mountain Blvd	94611	5.39	0.02	1.55	0.10	0.00
Piedmont	80 Echo Avenue	94611	4.88	0.02	0.00	0.09	0.00
Rockridge	5366 College Avenue	94618	10.33	0.04	0.79	0.07	1.00
Temescal	5208 Telegraph Avenue	94609	6.74	0.17	0.00	0.10	0.00
West Oakland	1801 Adeline Street	94607	4.27	0.23	0.20	0.66	1.00

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Oakland Public Library complies with the Equal Access to Services Ordinance to members of the Limited English Speaking Spanish and Chinese populations. The Oakland Public Library has bilingual staff that account for 47.72 FTE of our 215.29 FTE budgeted positions: 174.60 FTE of public contact positions and 40.69 FTE of non-public contact positions.

The Oakland Public Library implements equal access through services designed to serve the Limited English Speaking (LES) population. These services are rooted in the Library's Strategic Plan, Mission Statement, materials, programs, and other public services offered every day in Oakland

Public Libraries throughout the city. Providing bilingual services to our staff and patrons is a strong value that the Oakland Public Library continues to communicate in every manner feasible.

The Oakland Public Library frequently assesses the needs of our patrons by reviewing available Census data, circulation and other library usage statistics, and all available data representing the demographic breakdown throughout the City of Oakland. Our Integrated Library System (ILS) gives us data on a monthly basis so that we can review the trends and identify what is being checked out and in what languages. This information is then shared with our Supervising Librarians and they work with the Branch and Unit Managers to provide the necessary, requested resources for that community.

The Oakland Public Library is committed to extending all available library services to all of our patrons, including the LES population, and works to hire qualified employees to accomplish this goal. During the 2015-2016 fiscal year the Oakland Public Library worked diligently to fill a number of public contact positions with bilingual staff and worked with the Human Resources Management Department to open a number of critical recruitments that will aid in this effort as we move into the 2016-2017 fiscal year.

Some of the challenges that the Oakland Public Library continue to face are budgetary constraints, Public Contact Positions (PCP) vacancies which remain unfilled, on-call staffing of our temporary part-time employees, as well as positions which are presently being under-filled or backfilled in order to provide minimal staffing levels. We continue to be challenged with temporary system-wide movement of staff in order to address staffing holes in place while we are awaiting civil service recruitments in order to permanently fill a number of public contact positions.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

When possible, the Oakland Public Library is a presence at respective local, state, and national library conferences, as well as at the School of Library and Information Science at SJSU. Outreach, recruitment and hiring are on-going processes that we work towards vigorously in order to provide the best service that we can to our patrons.

The Oakland Public Library works closely with the Human Resources Management Department and the Equal Access Department to determine the need for language selective certification for each respective classification we consider filling, as required. As we are approved to fill existing permanent vacancies or exempt part-time positions, we will continue to recruit for the most qualified candidates, and in instances where a successful candidate has bilingual skills, we will comply with the Bilingual Certification testing process to assess the skills of that candidate. We follow all civil service rules and regulations when it comes to hiring.

During 2015-2016 most of our library recruitments were restricted to existing City of Oakland and Oakland Port employees, however any recruitment that's open to the general public is advertised in local Oakland newspapers which embody many of the diverse demographics within the City of Oakland, in order to reach more qualified bilingual applicants. Additionally, Oakland Public Library recruitments generally have specific language included in the job announcement which encourages bilingual applicants to apply.

For recruitments that are open to the general public, the Oakland Public Library sends job announcements to various library listservs, which have been established to provide information to library paraprofessionals and professionals from various cultural/ethnic populations, in order to assist with recruiting qualified candidates who may have bilingual skills.

With current budgetary constraints within the Oakland Public Library, adding additional PCPs has financial consequences for which the Library only has minimal budgeting as identified in the current FY15-16 mid-cycle budget. We view this challenge as an area that can and may improve as the economic state of the City of Oakland continues to steadily improve, and we are committed to reassessing possible additional budgetary measures in the Library's future budgets.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

Over the 2015-2016 fiscal year the Oakland Public Library has had the following successes in the provision of services to our LES Spanish and Chinese populations:

- o We instituted the use of language ribbons for both language learners, and to identify public contact staff who can offer assistance in the threshold languages;
- o We continue to have dedicated Library employees to streamline and handle system-wide written translations such as system wide program flyers for Adult, Teen, and Children's summer reading program, Teen passport program; Oakland Museum End of Summer reading party; holiday closure signs; computer issues (wi-fi down, internet out of service) notification for the patrons in Spanish and Chinese languages;
- o Our Asian Branch staff translated 35-38 documents in Chinese for library patrons;
- o Coordinated with American Sign Language facilitators to offer 6 craft programs at the Main Library for our deaf patrons;
- o Expanded our World Collection in various languages and made additional books available in other languages throughout the system.
- o Translated an all new "Help your child to read" brochure;
- o First time translation of summer reading program materials in both Spanish and Chinese for the entire library system;
- o Outreach program for patrons with our "Learn a Language" flyer highlighting ESL Conversation Club, Spanish Conversation Group, Language Exchange program, and Learning Express Library;
- o The library replaced the language learning software Transparent Language Online with Pronunciator, which offers easier access to lessons, better instruction for users, and a friendlier user interface;
- o Participation with the California Library Association on their Children's Services Pilot outcome statements and survey questions; CLA only made the survey available in English and Spanish. Our staff at the Asian Branch created the Chinese translation and we shared it back with CLA so that others in the state can use it as well;
- o Expanded our bilingual story times and other children's programs;
- o Held weekly bilingual storytimes that were offered in Spanish and Mandarin to families toddlers and pre-school age children;
- o Offered Children's bilingual programs with various performers for Summer Reading programs;
- o Volunteer youth computer docents with Ready, Set, Connect! tutor patrons in Spanish and Chinese;

- o Lawyers in the Library in Spanish
- o ESL Conversation Group at the Main Library;
- o Bi-weekly Spanish Conversation Groups at the Dimond Branch Library;
- o Book Reading Club at the Cesar Chavez Branch Library;
- o Language Exchange Group at M.L. King Branch Library;
- o Voicemail Message translations in threshold languages at all of our locations during holiday closures.

The Oakland Public Library's "best practices" approach to implementing the Equal Access Office and providing bilingual services to library patrons continue to be:

- a. To have a daily commitment to serving the diverse needs of our library users and non-users equally every day, at all of our library locations.
- b. To proactively recruit for qualified bilingual candidates for our exempt part-time at-will positions in addition to our permanent vacancies.
- c. To budget for bilingual services (collections, printing of translated materials, bilingual premiums).
- d. To comply with the City of Oakland's Administrative Instruction #145

4. Describe any additional measures, other than provision of bilingual staffing the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

In addition to providing bilingual staff at the Oakland Public Library, we continue to review, update, and provide staff with available tools (i.e. cheat sheet of common Spanish and Chinese words and phrases for staff to reference) and resources (Language Line Solutions Interpreter Services cheat sheet) to have readily available and reference in order to facilitate communication with LES Spanish and Chinese populations.

The Oakland Public Library also offers online services to our LES Spanish and Chinese populations by having information and services on our public webpage available in both Chinese and in Spanish:

<http://oaklandlibrary.org/servicios-en-espanol>

<http://oaklandlibrary.org/chinese/services>

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Oakland Public Library will work on the following action steps and necessary plan of action for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken:

- a. Continue working with DIT and the Equal Access Office on funding assistance so that all of the Oakland Public Library branches in addition to the recent approval for the Main Library, can have Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages;

- b. Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the Chinese PCP goals for 2015-2016, we need to closely assess and identify a plan for increasing our bilingual staff to serve the LES Chinese population.

It should be noted that the Library assigns exempt part-time staff to work at various library locations based on staffing needs and that several of our On-Call staff are budgeted against specific positions although they may work at a number of library locations at any given time. As a result, there are instances where actual public contact positions on our staffing report may not reflect that we have qualified bilingual staff assigned to those positions to provide service to the LES Chinese and Spanish population. However, we have ample qualified bilingual staff at each of our library locations to provide service to our patrons, and in instances where we may not have a qualified bilingual employee, we utilize the City's Language Line Solutions resource.

- c. Budget for bilingual services (collections, printing of translated materials, bilingual premiums).
d. Perform more relevant outreach services to non-English speaking library users.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The Oakland Public Library has notices posted in the threshold languages at the circulation desk and on the doors of each of our 16 branches, in the African American Museum & Library, and at each service desk in the Main Library.

81st Avenue Branch Library
Asian Branch Library
Brookfield Branch Library
Cesar Chavez Branch Library
Dimond Branch Library
Eastmont Branch Library
Elmhurst Branch Library
Golden Gate Branch Library
Lakeview Branch Library
Martin Luther King Jr. Branch Library
Melrose Branch Library
Montclair Branch Library
Piedmont Branch Library
Rockridge Branch Library
Temescal Branch Library
Temescal Tool Lending Library
West Oakland Branch Library
Main Library, Information Desk
Main Library, Circulation Desk

Main Library, Computer Lab
Main Library, Children's Room
Main Library, Teen Zone
Main Library, Magazines & Newspaper
Main Library, Financial & Administrative Services Office
Main Library, Adult Reference Services
Main Library, Second Start Adult Literacy
Main Library, Oakland History Room
African American Museum & Library

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Oakland Public Library currently translates all of our vital documents into the threshold languages.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

The Oakland Public Library translates many of our programming materials, even when not deemed vital, in the threshold languages as appropriate.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Oakland Public Library has worked collaboratively with the Equal Access Office to determine the best practices for recording messages in the threshold languages at each of our branch libraries. As a result of collaboration between the two departments, a viable solution has been identified and the branches utilize a forwarding feature to allow patrons to access messages recorded in the threshold languages when the City/Library is shut down. We also continue discussing the need for additional City's Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages.

The Oakland Public Library has repeatedly been unable to purchase and utilize the necessary number of the City's Voice-Over IP Shortel telephones to assist in providing recorded telephonic messages in multiple languages at all of our locations, largely due to budgetary constraints. The telephone system that the Library currently uses presents a number of obstacles for recording telephonic messages in multiple languages.

In response to our continued inability to provide translated recorded messages in the threshold languages on all of our public service telephones, the Oakland Public Library submitted a request for unfunded funds for telephone upgrades in the 2015-2016 Capital Improvement Program and there is an effort underway to upgrade the telephones within the Main Library in the upcoming year.

We will continue discussing and working with the Department of Information Technology, and the Equal Access Office on obtaining the City's Voice-Over IP Shortlet telephones throughout our branches in order to assist in the effort of providing recorded telephonic messages in multiple languages, and will also continue to assess any existing budgetary constraints to determine if future funding may become available.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The Oakland Public Library presently has numerous policies and procedures on providing services to our patrons, inclusive of the LES Spanish and Chinese populations (i.e. Collection Development policy, Circulation policy). Additionally, the Library also complies with all respective and applicable city, state and federal guidelines.

The Oakland Public Library provides on-going bilingual services to our patrons system-wide and is able to assess the adequacy of the services we provide to our LES populations through 1) Patron surveys, 2) Comment Cards and 3) Direct contact with our staff.

Assessment of the adequacy of the procedures used to facilitate communication with LES Spanish and Chinese populations is an on-going effort and varies from employee performance appraisals to the Library's service goals. Prioritizing assessment tools for facilitating communication with LES Spanish and Chinese populations will be a continued effort. The Oakland Public Library pays an annual fee to a 3rd party vendor to provide the public catalog user interface in both Chinese and Spanish.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

The Oakland Public Library has identified key bilingual staff within each branch and the Main Library to facilitate communication with members of the LES Spanish and Chinese population. If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand. Many of our divisions within the Main Library are able to access any current bilingual staff within the Library Department as needed.

In instances where bilingual staff is not available to provide services in the needed language, we are also able to contact and utilize the over-the-phone interpreter service as needed.

The Oakland Public Library remains committed to recruiting, hiring, and funding qualified bilingual/bicultural staff, and to producing necessary materials in multiple languages for the public. We budget international language materials accordingly, using a variety of demographic and other tools, and we fund, without budgeted appropriations, bilingual premiums system-wide.

The Oakland Public Library continues to prioritize outreach and facilitate communication to LES Spanish and Chinese populations. The Oakland Public Library presently has two outreach librarians

whose primary goals are to access parts of the community that may not access our services. In addition, the Oakland Public Library also ensures that the LES Spanish and Chinese populations are made aware of the vast resources that are available throughout the Library system, as well as those available resources which may be specific to those populations.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

At this time the Oakland Public Library has not received any complaints related to the Equal Access Ordinance (EAO) or compliance of the EAO.

E. Action Plan

1. Please review the 2016 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

The Oakland Public Library did not do a Language Survey in 2015.

Office of Parks and Recreation Brochure (38 pg. comprehensive annual program activity guide)	YES	YES	
OPR Activity/Program Registration Form	YES	YES	Vietnamese
Facility/Park Use Application	YES	YES	
Facility Rental Guideline Packet	YES	YES	
OPR Summer Hiring Event Material	YES	YES	
The Great American Backyard Campout	YES	YES	
Studio One Fall and Winter Brochure	YES	YES	
Sports Camp	YES	YES	
Focus Group	YES	YES	
Dads and Jazz	YES	YES	
An Intimate Evening	YES	YES	
Programs Without Borders Description	YES	YES	
Volunteer Application Forms	YES	YES	
Financial Assistance Forms	YES	YES	
Gender Friendly Signs	YES	YES	
Locker Room Flyer	YES	YES	
Pool Rental Application	YES	YES	
Surf Sisters Flyer and Forms	YES	YES	
DACA Catalog	YES	NO	
OPR Survey	YES	YES	
Rental Application	YES	YES	
Rental Procedures - Handout	YES	YES	
Release and Waiver Form	YES	YES	
Restroom Signage	YES	YES	
Swimming Pool Flyer	YES	YES	
Summer Booklet	YES	YES	
Explorer Camp Flyer	YES	YES	
Rowing Program Flyer	YES	YES	
Youth Sailing Flyer	YES	YES	
Whale Boat Flyer	YES	YES	
Adult Swimming Flyer	YES	YES	
Billion Year Quiz	NO	YES	Vietnamese
Lake Merritt Boat Center	YES	YES	
Footnotes will be inserted on Board and Commission Scheduled Meetings for Language Interpretation Services	YES	YES	
"Select Language" on OPR's Website	YES	YES	Wide Variety

Percentage of vital documents translated into threshold language(s) = 100%.

TABLE 5: RECORDED TELEPHONIC MESSAGES	Multilingual Lines	Status
Administrative Offices / General Information	238-7275	(EN/SP/CH)
Arroyo Viejo Recreation Center	615-5755	(EN/SP)
Brookdale Recreation Center	535-5632	(EN/SP)
Carmen Flores Recreation Center	535-5631	(EN/SP)
Central Reservations	238-3187	(EN/SP)
Digital Arts & Culinary Academy	615-5807	(EN/SP)
East Oakland Sports Center	615-5838	(EN/SP)
Franklin Recreation Center	238-7741	(EN/CH)
Fremont Pool	535-5614	(EN/SP)
Ira Jinkins Recreation Center	615-5959	(EN/SP)
Lincoln Square Recreation Center	238-7738	(EN/CH)
Manzanita Recreation Center	535-5625	(EN/SP)
Rainbow Recreation Center	615-5751	(EN/SP)
San Antonio Recreation Center	535-5608	(EN/SP)
Tassafaronga Recreation Center	615-5764	(EN/SP)

Percentage of public phone number with translated voice recording = 100%

PART III – QUALITATIVE ASSESSMENT (NARRATIVE)

**OAKLAND PARKS & RECREATION (OPR) DEPARTMENT
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS (PCP) ASSESSMENT

Oakland Parks & Recreation Summary Analysis

ASSESSMENT		SPANISH PCP			CHINESE PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
247	237	ACTUAL 28%	32 FTE (81 FT Staff)	EXCEEDED	ACTUAL 9%	11 FTE (41 FT Staff)	NO

Oakland Parks & Recreation Analysis by Recreation Center

OPR SITES	Zip Code	PCP	Spanish		Chinese	
			Goal	Actual	Goal	Actual
AQUATICS (POOLS & BOATING)						
Boating	94610	6.26	0.05	1.56	0.69	0.14
deFremery Pool	94607	10.81	0.59	1.06	1.68	0.29
Dimond (Lions) Pool	94602	1.79	0.05	0.45	0.09	0.05
Fremont Pool	94601	2.64	0.70	1.12	0.11	0.18
Temescal Pool	94609	2.99	0.07	0.49	0.04	0.18
CULTURAL ARTS						
MALONGA CASQUELOURD						
Rainbow Teen Center / Digital Arts & Culinary Academy (DACA)	94621	1.48	0.36	0.10	0.00	0.00
Studio One	94609	21.82	0.53	3.53	0.33	0.55
RECREATION CENTERS						
Allendale	94619	3.27	0.16	0.02	0.16	0.00
Arroyo Viejo	94605	5.55	0.30	2.09	0.86	0.00
Bushrod	94609	4.16	0.10	0.55	0.06	0.00
Carmen Flores	94601	6.42	1.70	3.73	0.28	0.00
Defremery	94607	3.47	0.18	0.00	0.53	0.00
Dimond	94602	8.58	0.27	0.82	0.45	0.24
F.M. Smith	94606	3.44	0.25	1.05	0.45	0.37
Franklin	94606	4.03	0.29	1.36	0.53	0.42
Golden gate	94608	5.08	0.20	0.00	0.09	0.00
Ira Jenkins	94603	5.82	1.14	0.28	0.06	0.00
Lincoln square	94607	7.08	0.38	0.14	1.10	2.55
Manzanita	94606	4.23	0.31	1.84	0.56	0.00
Montclair	94611	6.16	0.02	0.01	0.11	0.06

OPR SITES	Zip Code	PCP	Spanish		Chinese	
			Goal	Actual	Goal	Actual
Mosswood	94609	9.35	0.23	1.36	0.14	0.02
Rainbow	94621	3.44	0.84	0.46	0.02	0.00
Redwood Heights	94619	9.31	0.46	0.00	0.44	0.07
San Antonio	94606	2.00	0.14	0.69	0.26	0.11
Sheffield Village	94605	2.24	0.21	0.00	0.02	0.05
Tassafaronga	94621	3.65	0.89	0.04	0.02	0.00
Willie Keys	94608	4.83	0.19	0.17	0.09	0.00
SPORTS						
Davie Tennis Stadium	94610	2.73	0.02	0.13	0.07	0.75
East Oakland Sports Center	94603	17.05	4.13	5.36	0.18	1.93
OTHER						
Discovery East	94601	2.75	0.72	1.78	0.12	0.33
Discovery West	94607	1.76	0.09	1.85	0.27	0.00
Dunsmuir Estate	94605	4.24	0.39	0.04	0.04	0.47
Rotary Nature	94610	4.36	0.03	0.26	0.11	0.42

1. Provide a summary narrative assessment and analysis of how and whether your department is complying with the Equal Access to Service Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

In February 2016, the Department Human Resource Management (DHRM) - Equal Access Unit identified service gaps and requested that OPR provide Limited English Speakers (LES) community surveys to identify are to target for increased services.

During OPR's February monthly management meeting Recreation Supervisors and Center Directors were provided with the Supplemental Qualitative Assessment Surveys for distribution to LES. Additionally, copies the Administrative Instruction 145 – Implementation of the Oakland City Ordinance were provided. The importance of translating signage, vital information of services and community events for each center was reiterated.

OPR received 101 surveys from the following the following recreation centers.

Defremery	Lincoln Square
Ira Jinkins	Boating Center
Montclair	Sheffield Village
Mosswood	Willie Keys
Diamond (Lions) Pool	Arroyo Viejo
Temescal Pool	Tassafaronga
Diamond	Carmen Flores
FM Smith	Redwood Heights

The goal of the survey was to gather suggestions and feedback on how OPR can improve services to LES participants. The results of the survey indicated that services to the LES participants were "Good". Areas needing improvements continue to be a work-in-progress. However, OPR has identified and corrected the following concerns:

- Relocated vital and non-vital signs to the exterior-front of the recreation centers,
- Delivered the Equal Access materials: posters, Language Access Complaint forms, and a list of phone numbers in the event LES need additional assistant,
- Provided recreation center staff with the Administrative Instruction to help implement Equal Access to City Services ordinance.

Below are the overall ratings from the analysis.

Data Collected From OPR Walk-ins	
93%	Received Services s/he came in for
91%	Indicated signs and instructions were clear
96%	Rated services as excellent and/or good
97%	Felt the recreation centers made good efforts in serving Limited English Speaking clients

LES participants provided the following general suggestions and comments:

- More bilingual signage would be encouraged,
 - More Free Pre-K Play Program (Play Groups) is awesome,
 - Will be awesome to have beverages/souvenir items available,
 - Want a snack bar,
 - Great service, bright and accessible information,
 - Visible "Open" sign,
2. Please describe your efforts in outreach, recruitment of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The table below provides a snapshot of the classifications and languages hired for the summer programming. OPR continues to hire throughout the summer to meet program needs. Summer program needs begin mid-June and end late-August.

OPR 2016 Hires	Total	Spanish	Chinese	Other
Recreation Aide	73	17	3	3
Recreation Attendant I	22	7	1	
Recreation Leader I	36	6	1	1
Recreation Leader II	2	0	0	0
Recreation Specialist I	9	1	0	0
Recreation Specialist II	9	0	0	0
Sports	13	2	5	0
TOTALS	164	33 (20% of total)	5 (3% of total)	4 (2% of total)

OPR continues to exceed the Spanish requirement of the Equal Access to Services Ordinance by 11.66%. While the Chinese requirement goal (or need for Chinese speaking staff) increased in FY 2015-16, OPR will continue to work with community based organization, small business, OUSD High Schools, colleges and universities to meet the targeted goal.

Due to a low attrition rate, OPR has filled very few full-time (FT) or permanent part time (PPT) positions. OPR added an Administrative Analyst II and will serve as a backup in the Administrative Office as a PCP - Spanish Speaker. The position will also serve as OPR's Equal Access Coordinator. OPR hired three Recreation Leader II, Permanent Part Time (PPT) staff, two who are fluent in Chinese dialects (Cantonese) and one who is fluent in Spanish. The Chinese speaks are located at Lincoln Square and Franklin Recreation Centers and the Spanish speaker is located at Ira Jinkins Recreation Center.

Below are snapshots of OPR's hiring dates, and the volume of interested candidates that have submitted applications.

Hiring Process	Date	All Applicants
Applications received – Recreation Leader I, Recreation Leader II, Recreation Specialist I, Recreation Specialist II, Recreation Aide, and Sports Official	March 25, 2016	851
Recreation Attendant	March 11, 2016	50
Candidates who met minimum qualifications (MQ) / invited to OPR Hiring Day	April 30, 2016	667
Attended OPR Hiring Day (interviews, evaluation and assessment of skills) Aides	April 30, 2016	260
Candidates referred to OPR	April 12, 13 & 19, 2016	273
Candidates hired to date	July 15, 2016	164

OPR continues to rely heavily on the collaboration with the DHRM and the Equal Access unit to ensure goals in hiring bilingual staff is met. The recruitment efforts for FY 2015-16 summer hires integrated a wide distribution of Spanish and Chinese translated Summer Job Opportunity announcements, recruitment by recreation site staff to the surrounding community and patrons, and recruitment from Counselor in Training Programs.

Over 3,000 English/Spanish and 3,000 English/Chinese Summer Job Opportunity notices were distributed to City offices and recreation sites, local colleges and universities, OUSD High Schools, Middle Schools and Alternative High Schools, Oakland Public Libraries, Faith Based Organizations, and Charter School/Education Centers.

Concentrated bilingual outreach efforts were intensified to include staff visits to CBOs serving the Spanish speaking community and CBOs and merchants serving the Chinese speaking community. The 2016 Summer outreach efforts were enhanced through partnership with Loa Family Community Development and the Unity Council.

Hiring announcements were posted on the City's website, OPR's webpage and on Craig's List. The announcement was included in OPR's e-blast, City Administrator's Weekly report, and Council offices assisted with publicity efforts by including hiring information in their e-newsletters. Newspaper advertisements were placed with the Post Group, El Mundo, Sing Tao Daily and Bay Area News Group papers and requests for Public Service Announcements were sent to KQED, KTOP, KRON 4, NBC Bay Area, Bay City News, and KTSF 26.

OPR attended job fairs at three OUSD High Schools (Oakland Technical, McClymonds & Castlemont), the East Oakland Mall, California Conservation Fair, and the Oakland Marriott Convention Center. OPR staff, including bilingual staff provided tips to candidates on how to successfully complete the application and helped candidates determine the position best suited to the applicant's skills.

The following tables provides a timeline to OPR's 2016 Summer hiring process

OPR Job Fair (HRM – 150 Frank Ogawa Plaza, 2 nd Floor)	Friday, January 29, 2016
Job Announcements for Recreation for Recreation Attendant, PT	Tuesday, February 16, 2016, Friday, March 11, 2016 (4 weeks)
Job Announcements for Leaders, Specialist, Sports Official, Aides	Tuesday, February 16, 2016 – Friday, March 25, 2016 (6 Weeks)
Recreation Attendant, PT – Written Test (HRM – 150 Frank Ogawa Plaza, 2 nd Floor)	Tuesday, April 5, 2016
Job Announcements for Aquatics	Open Continuously
Recreation Specialist I/II, PT Unranked Eligible List to OPR (Email Notifications Sent to Candidates)	Monday, April 11, 2016
Recreation Attendant, PT Unranked Eligible List to OPR (Email Notifications Sent to Candidates)	Wednesday April 13, 2016
Recreation Leaders I/II, PT, Sports Official, PT, Recreation Aide, PT Unranked Eligible List to OPR (Email Notifications Sent to Candidates)	Monday April 18, 2016
Aquatics – Performance Test (Temescal Pool – 371 45 th Street)	Wednesday, March 9, 2016 Friday, April 1 and Saturday, April 23, 2016
Recreation Specialist I, PT (Studio One at 365 45 th Street)	Saturday, April 23, Tuesday, April 26 and Wednesday April 27, 2016
Recreation Attendants Draft Day (Lake Merritt Boat House 568 Bellevue Ave.)	Wednesday, April 27, 2016 and Thursday, April 28, 2016
Aquatic Unranked Eligible List to OPR (Email Notifications Sent to Candidates)	Friday April 29, 2016
Assessment Day - Leaders, Sports Officials, Aides (Ira Jenkins 9175 Edes Ave)	Saturday, April 30, 2016

To meet language needs, OPR began to identifying bilingual candidates at the department's interview draft day with color coded tags. Additionally, OPR's bilingual staff conducted a conversational analysis of candidate language skill at the Assessment day. This process helped the placement of future OPR part time staff to areas of need.

Lastly, OPR staff met with career counselors at OUSD, local colleges and universities to place poster size announcement to encourage recruitment through placement of OPR materials and to post job announcements on their E-Job Boards.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

OPR provides annual training to all site directors on the equal access process and available services. This includes how to request document translation, language line translation service, and availability of an interpreter and/or headset equipment. OPR utilizes a translator and headset equipment during larger meetings such as a community focus group.

- OPR supervising staff periodically spot checks sites to ensure language access poster and comment box are prominently displayed.
- Voice messages are recorded in required languages, Administrative Offices, Central Reservations, and all Recreation Centers throughout Oakland.
- Language translation service material is readily accessible.
- Annual training is being held to provide policy updates, share ideas/concerns, review the departments Equal Access to Services report.
- Public Contact Persons are trained to ensure LES clients are well informed of OPR events and services.
- Footnotes will be included in all Boards and Commission Meetings with Equal Access information and contact numbers.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) person receives the same level of service as English speakers.

OPR provides translation of materials beyond vital documents. The program guide for the Studio One Art Center was translated into both Spanish and Chinese, as were materials for the Great American Backyard Campout, Sports Camp, Focus Group, Dads and Jazz, An Intimate Evening, Programs Without Borders, and Surf Sister Saturdays.

Additionally, the OPR website has been updated to allow the contents of its information to be changed to any language to ensure all persons receive the same level of information as our English speaking clients.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

- OPR will continue to work closely with the DHRM and Equal Access staff to recruit additional qualified bilingual staff.
- OPR also continues to provide annual training where requirements of the Equal Access to Services ordinance are reviewed. The training also will cover City policy updates, reviews the departments Equal Access to Services report. This is an opportunity to share ideas/concerns and to discuss which recreation sites may require additional assistants with meeting the language goals.
- OPR administrative staff will perform two site visits annually to check for compliance to OPR's Equal Access policy.
- During the next 12 months OPR will continue to scout and hire more bilingual staff in order to help fulfil customer needs.

B. Translation of Written Vital Documents Assessment

1. Please list the locations in which the Department has posted notices. The notices are posted at the below Recreation Centers.

Administrative Office	Fremont Pool
Allendale	Golden Gate
Arroyo Viejo	Ira Jinkins
Boating	Lincoln Square
Bushrod	Malonga Casquelourd Art Center
Carmen Flores	Manzanita
Davie Tennis Stadium	Montclair
Defremery Pool	Mosswood
Defremery	Rainbow
Rainbow Teen Center (Digital Arts & Culinary Academy - DACA)	Redwood Heights
Dimond (Lions) Pool	Rotary Nature
Dimond	San Antonio
Discovery East	Sheffield Village
Discovery West	Studio One
Dunsmuir Estate	Tassafaronga
East Oakland Sports Center	Temescal Pool
F.M. Smith	Willie Keys
Franklin	

2. Please describe the percentage of vital documents translated into threshold languages(s).

OPR exceeds and meets the requirement for translation of vital and not-vital documents for FY 2015-16.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

Below is a list of documents, forms, and flyers translated in this reporting period FY 2015-16. In addition to translating documents, OPR Select Languages is now available on OPR's website.

Recreation centers located in areas identified as having a large number of limited English speakers provide many of the site specific program flyers translated into the required language. OPR also translates non-vital documents.

Type of Materials Translated	Name of Document	SP	CH
Handout	Program w/o Borders	x	x
Form	Quick Rental Information	x	x
Form	Table Tennis LRC	x	x
Flyer	Citywide Information	x	
Flyer/Form	Surf Sisters	x	x
Booklet	DACA Catalog	x	x
Survey	OPR Survey	x	x
Form	Recreation Rental Application	x	x
Handout	Recreation Rental Procedures	x	x
Form	Volunteer Application	x	x
Form	Release & Waiver	x	x
Form	LMBC Registration	x	x
Flyer	SIS	x	x
Flyer	Restroom Signage	x	x
Flyer	Swimming Pool	x	x
Form	Financial Assistance	x	x
Flyer	Locker Room	x	x
Booklet	Summer Booklet	x	x
Flyer	Explorer Camp	x	x
Flyer	Rowing Program	x	x
Flyer	Youth Sailing	x	x
Flyer	Whale Boating	x	x

Flyer	Adult Sailing	x	x
Form	Quiz - Billion Year		x
Form	Pool Rental Application	x	x
Form	Scholarship Application	x	x

C. Multilingual Telephone Messages Assessment

1. Please provide an assessment on how the Department doing in providing multilingual telephone messages in threshold languages(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

Recorded Telephone Messages	Multilingual Lines	Status
Administrative Office	238-7275	EN/SP/CH
Arroyo Viejo Recreation Center	615-5755	EN/SP
Brookdale Recreation Center	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3787	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jenkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP
Percentage of public phone number with translated voice message recording is 100%		

The following is OPR's internal directive for providing access to services to the LES persons. The directive has been presented and discussed at monthly management meetings.

- Equal Access Language Availability Poster is to be posted in public contact areas – front desk/lobby/bulletin board of each recreation facility.
- Recreation facilities are to participate in the implementation of language survey annually or as requested.
- Recreation facilities are to display applicable translated materials such as OPR Brochure, Registration Form and individual site's program flyers.
- Recreation facilities are to have comment card and receptacle readily visible in the main lobby. All comments received relating to Equal Access to Services are to be forwarded to OPR's Equal Access Coordinator.
- Interpretation Service Available sheet (listing of languages translation via phone) & Language Service Reference Card are to be kept readily accessible. Recommended location is red binder at front desk/office.
- Staff is to be knowledgeable on the availability of translation service and how to use the Language Service Line. Language Line phone stickers are to be posted at all office phones.
- Staff is to be knowledgeable of OPR staff identified as bilingual on the phone list and request assistance with translation when required.
- Oakland Parks and Recreation facilities display the Equal Access Language Availability poster. The notice is posted in public contact areas such as the front desk/lobby/bulletin board of each recreation facility. Information about Equal Access to Services is located on OPR's Facebook and website homepage and includes a link to the City's Equal Access webpage to provide more information.



CITY OF OAKLAND

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

Planning & Building Department | 1
FISCAL YEAR 2015-2016

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: Planning & Building Department
FISCAL YEAR: 2015-2016

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Rachel Ryan, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Planning & Building Department was submitted on June 30, 2016.


Signature & Date

Rachel Ryan, AIA, Director of Planning & Building
Print Name & Title

PLANNING & BUILDING DEPARTMENT (PBD)

PART II Quantitative Assessment

Rachel Flynn Director 250 Frank H. Ogawa Plaza 3rd Floor, Suite 3315 Oakland, CA 94612 phone: (510) 238-2229 email: rflynn@oaklandnet.com	Melanie Cockerham Administrative Analyst II 250 Frank H. Ogawa Plaza 3rd Floor, Suite 3315 Oakland, CA 94612 phone: (510) 238-3471 email: mcockerham@oaklandnet.com	Melanie Cockerham Administrative Analyst II 250 Frank H. Ogawa Plaza 3rd Floor, Suite 3315 Oakland, CA 94612 phone: (510) 238-3471 email: mcockerham@oaklandnet.com
--	--	--

	1 SP	1 CH	3 SP	1 CH	YES	YES
Planning (84211)						
Zoning (84229)						
Engineering: Project Coordination (84432)						
Admin: Engineering (84411)						
Admin: Building Inspection (84412)						
Engineering: Permit Center (84421)						
Building & Infrastructure Plan Check (84431)	1 SP Internal & 1 SP External	1 CH Internal & 1 CH External	2 SP Internal & 8 SP External	5 CH Internal 2 CH External	YES	YES
Inspections: Commercial Building (84451)						
Inspections: Residential Building (84452)						
Inspections: Infrastructure (84453)						
Inspections: Neighborhood Preservation (84454)						

SP = Spanish, CH = Chinese

Admin: Planning & Building
Planning
Zoning
Engineering: Project Coordination
Admin: Building Inspection
Engineering: Permit Center
Building & Infrastructure Plan Check
Inspections: Commercial Building
Inspections: Residential Building
Inspections: Infrastructure
Inspections: Neighborhood Preservation

Bicycle Program Newsletters	YES	YES	Vietnamese
City-Racks Bike Rack Request Form	YES	YES	Vietnamese
Blight Abatement Brochure	YES	YES	
Dogs in Oakland	YES	YES	
Keep Oakland Beautiful, Clean and Green	YES	YES	
Home Occupation	YES	YES	
How to Reach Us	YES	YES	
MJ Residential Additions and Alterations	YES	YES	
Plot Plan	YES	YES	
Services and Permits	YES	YES	
Single Family Dwellings	YES	YES	
What is a Variance?	YES	YES	
How to Contact Us	YES	YES	
Important Additions and Alterations for Residents	YES	YES	
Site Plans	YES	YES	
Smoke Alarm Brochure	YES	YES	Vietnamese
Landlord Responsibility for Relocation Brochure	YES	YES	Vietnamese
Stop Work Brochure	YES	YES	Vietnamese
Certification of Occupancy Brochure	YES	YES	
Mold and moisture (Landlord & Homeowners)	YES	YES	
Smoke Detector and Carbon Monoxide Installation	YES	YES	
DOCUMENTS PENDING TRANSLATION			
Undocumented Dwelling	YES	PENDING	
Coliseum EIR Public Notice	YES	PENDING	
Mold and Moisture (Tenant)	YES	PENDING	
Vehicle Food Vending	YES	PENDING	
Push Cart Food Vending Program	YES	PENDING	

Percentage of vital documents translated into threshold language(s) = 95%

TABLE 5: RECORDED TELEPHONIC MESSAGES	Multilingual Lines	Status
Planning and Zoning-Intake Scheduling Appointment	238-3940	Completed
Planning and Zoning-Zoning Division Voicemail	238-3911	Completed
Blight Hotline	238-3381	Completed
Building Services Division-Billing Appeals Unit	238-3452	Completed

Percentage of public phone number with translated voice recording = 100%

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

A total of twenty-six documents (Spanish) and twenty-one (Chinese) out of thirty identified vital document pamphlet publications and/or one page information sheets & forms have been translated into threshold languages. During the next assessment year, PBD will collaborate with Equal Access to ensure a comprehensive review of Vital Documents identified, yet not translated to Chinese translated appropriately.

A majority of documents are currently in PDF form and cannot be used by Equal Access for translation purposes. Within the next 12 month period, PBD will explore opportunities to reformat PDF documents into Word format for translation purposes particularly since a number of staff have been certified at Level II and can be utilized within the department to assist with translation of written materials.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

No additional translation of written documents occurred during this assessment period.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing Multilingual telephone messages in threshold language(s).

There are multiple public access telephone lines which have been updated with Multi-lingual messages to accept threshold language voicemails. The lines have been assigned to bilingual employees who retrieve, translate and interpret messages on a regular basis.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

An EAO Language Access Survey was not conducted during this 2015-2016 assessment period.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Planning & Building facilitates communication with LES populations by providing translated materials and having bilingual staff available for language translation during the course of business hours.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

Notices are posted at the Permits & Zoning Service Center Counters and at the Inspections Service Center Counter. PBD administrative staff verifies adequate stock of readily available documents on a regular basis.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

Planning & Building Department did not receive any complaints regarding its provision of bilingual oral and written services. Procedures for documenting actions taken to resolve any complaints (as described in this context), maintaining copies of the complaint(s) & resolution(s) may be initiated as a practice upon receipt of an aforementioned associated complaint.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

During this assessment period survey a high percentage (73%) of LES customers serviced at the Permit Service Center, revealed that they waited more than 10 minutes for language services. Planning & Building will address service gaps by providing translated materials and/or when feasible, have bilingual staff for language translation, available during the course of regular business hours.

A high percentage (42%) of LES customers indicated that the bilingual employee who provided interpretation service to them did not have sufficient knowledge of subject matter of their visit. To the extent possible, Planning & Building will provide Subject Matter Expert bilingual interpreters when available.

PBD will assess feasibility of scheduling current bilingual staff for direct customer service delivery. Future vacancies may be selectively certified based on the bilingual need at the time of recruitment.

PBD assess & convert PDF documents to Word format for translation purposes. During the 2015-2016 assessment, Level II testing has been conducted and yielded successful results. Staff is now certified for use of written translation services and may be utilized for the review and conversion of PDF documents to Word format.

The Planning & Building Department acquired "Accela" a new Land-Use & Permit Tracking Automated System during this assessment period and during the next assessment period will work with Information Technology and Equal Access to launch Spanish and Chinese platforms online.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Notices are posted at the Permits & Zoning Service Center Counters at 250 Frank H. Ogawa Plaza, 2nd Floor. Posted notices include Spanish and Chinese threshold languages.

Notices are posted prominently and readily visible at the Inspections Service Center Counter at 250 Frank H. Ogawa Plaza, 2nd Floor.

PBD Annual Compliance Plan is not posted on the Planning & Building Department website; historically the Annual Compliance Plan is made available on Equal Access Division's website.



(DEPARTMENT NAME) | 1.
FISCAL YEAR 2015-2016

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

**DEPARTMENT NAME: Oakland Police Department
FISCAL YEAR: 2015-2016**

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, Kiona Suttle, Interim Personnel Manager, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Police Department was submitted on 08/08/16.

Kiona Suttle 8/8/16
Signature & Date

POLICE DEPARTMENT (POLICE)

PART II Quantitative Assessment

David Downing Acting Chief of Police 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-3365 fax: (510) 238-4736 email: ddowning@oaklandnet.com	Apryl Belland-Smith Administrative Analyst II 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-2288 fax: (510) 238-4736 email: abelland- smith@oaklandnet.com	Kiona Suttle Police Services Manager I 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-6971 fax: (510) 238-4736 email: ksuttle@oaklandnet.com
--	--	--

1. Training Unit (103430)	12 SP	6 CH	16 SP	6 CH	YES	YES
2. Records Unit (103240)	1 SP	1 CH	4 SP	5 CH	YES	YES
3. Records & Warrants (103242)						
4. Communications Unit (103310)	9 SP	4 CH	11 SP	3 CH	YES	NO

SP = Spanish, CH = Chinese

Office of Chief - Administration
Chief of Staff
Public Information
Internal Affairs
Fiscal Services
Office of the Inspector General
Intelligence
Research and Planning
Ceasefire/COMPSTAT
Assistant Chief of Police
Bureau of Field Operations West
Bureau of Field Operations Administration
Field Training Program
Police Area 1
Police Area 2
Police Area 3
Bureau of Field Operations East
Police Area 4
Police Area 5
Special Operations Division

Traffic Investigation and Enforcement
Special Operations Section
Parking Enforcement
Bureau of Services
Communications Division
OPD 911 Dispatch
Police Personnel and Training Division
Personnel Section
Training Section
Background and Recruiting
PAS
Records Division
Public Records Request Unit
Warrants
Information Systems
Property and Evidence
Information Technology/Fleet
Criminal Investigation Division
Criminalistics Division
Identification Section
Robbery, Burglary & Felony Assault
Theft, Misdemeanor Crimes & Task Forces
Homicide
Youth & School Safety Section
Special Victims
Police Evidence Unit
Crime Analysis

(TF-862-2) Citizen Crime Report	YES	NO	
(TF-2096) Notification to Serve Crime Victim	YES	YES	
(TF-3053) Business Information Record Card	YES	YES	
(TF-3098) Filing a Complaint	YES	YES	Vietnamese
Burglar Alarm Permit Application	YES	NO	
(TF-3168) Identity Theft	YES	YES	
(TF-3202) Tow Resource Guide	YES	YES	
(TF-869) Resource Card for Vic. Of Violent Crimes	YES	YES	
(TF-2093) Vehicle Release Fee (stored vehicles)	YES	YES	
(TF-748) Vehicle Release Form	YES	NO	
(TF-2072) Affidavit for Release of Vehicle	YES	NO	
Tow/Impound Hearings Guide	YES	NO	
Mental Health Resource Card	YES	NO	
(TF-952) Parking Courtesy Warning	YES	YES	

Safety Tips – Avoid Being A Robbery Victim	YES	YES	
ATM Safety Tips	YES	YES	
Holiday Safety Tips	YES	YES	
Safety Brochure	YES	YES	
Public Records Request Form	YES	NO	
Peddler/Solicitor Certificate Information Packet	YES	NO	
Petition to Seal & Destroy Arrest Records	YES	NO	
Steps to Request Juvenile Records	YES	NO	
Sexual Assault Resource Card – Marcy’s Card	YES	YES	
Youth and Family Services Resource Brochure	YES	NO	
Child Abduction Law Enforcement Packet	YES	NO	

Percentage of vital documents translated into threshold language(s) = 100%

Chief of Police	238-3365	Completed
Internal Affairs Division	238-3161	Completed
Patrol Desk (Information)	238-3455	Completed
Drug/Prostitution Hotline	238-3784	Completed
Fireworks Hotline	238-2373	Completed
Sexual Assault Tip Line	637-0298	Completed
Traffic Complaint	238-3155	Completed
Chinatown Substation	238-7930	Completed
Neighborhood Services Division	986-2715	Completed
Criminal Investigation Division	238-3744	Completed
Emergency	777-3211	Completed
Non-Emergency	777-3333	Completed
Records Division	238-3021	Completed

Percentage of public phone number with translated voice recording = 100%

**PART III - QUALITATIVE ASSESSMENT (NARRATIVE)
OAKLAND POLICE DEPARTMENT
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE/PT	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
1251	1150	131	191	Yes	65	65	Yes

Analysis By Site							
Facilities	Address	Zip	PCP	Spanish		Chinese	
				Goal	Actual	Goal	Actual
Police Administration Building	455 7th Street	94607	661	75	107	37	44
Eastmont Sub-Station	2651 73rd Avenue	94621	315	36	54	18	12
Communications	7101 Edgewater Drive	94621	79	9	16	4	3
Background and Recruiting and Internal Affairs	250 Frank H. Ogawa Plaza, Suite 1333, 6303, C and D	94612	87	10	7	5	3
Domestic Violence Unit	470 27th Street	94612	8	1	1	0	0

Please note: There are no other sub-stations or facilities used by the Oakland Police Department

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Oakland Police Department (OPD) has an authorized strength of 737 sworn and 437.7 civilian (i.e., part time and full time) personnel. Of the approximately 1150 public contact positions, there are 191 Spanish and 65 Chinese bilingual employees assigned to field operations and specialty units. These assignments include, but are not limited to, the following: Internal Affairs Division, Criminal Investigation Division, Special Operations Division, Training Division, Field Operations, Records, Fiscal, Traffic, Personnel and the Office of Chief of Police.

The OPD surpassed the number of Spanish & Chinese speaking personnel in the designated public contact positions. There were 191 Spanish and 65 Chinese and the hiring goals were 131 and 65 respectively. Continued efforts are underway to ensure that Chinese & Spanish speaking candidates are recruited. However, there are also focused efforts to attract other multilingual applicants.

Hiring Chinese speakers was a challenge during the fiscal year 2015-2016. However, the Department's continued efforts have paid off. A broad range of media and community outreach was executed to attract Chinese speaking applicants to law enforcement careers.

The Department continues to focus on attracting Chinese and Spanish speaking applicants by utilizing the following outreach strategies:

- Advertising in both newspapers and radio stations to promote job opportunities;
- Having Chinese and Spanish speaking officers, as well as civilian employees, respond to inquiries at community events;
- Increasing visibility and awareness within the Chinese and Spanish communities by organizing events and providing educational pamphlets;

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Personnel Section continues to collaborate with the Equal Access Coordinator and the Human Resources Management (HRM) department for each recruitment cycle with the goals of attracting Chinese and Spanish speaking candidates. Some of our recent outreach strategies include newspaper and radio advertisement in Sing Tao, AM1400 radio, El Mundo and the Oakland Post.

Additional outreach and media activities are conducted by the Personnel Section on a monthly basis and include, but are not limited to the following:

- Continued partnership with the Unity Council in the Fruitvale district to ensure that bilingual candidates are afforded opportunities to compete in entry level positions. This includes exploring alternative workshop and seminar venues in an effort to provide assistance geared toward improving writing and interviewing skills;
- Maintaining Department recruitment posters in Chinese and Spanish produced and distributed to each area of the City by Community Resource Officers (CROs) and Neighborhood Services Coordinators (NSCs) to promote job opportunities;
- Providing job flyers to the NSCs and Equal Access Coordinators for PCPs. These designated recruitments are advertised within Chinese and Spanish speaking communities, such as the Chinese Chamber of Commerce and the Unity Council non-profit organizations;
- Maintaining relationships with criminal justice law enforcement programs and social science directors of local universities, colleges and high schools to promote law enforcement careers;
- Attending all career events & job fairs with local faith-based communities to increase awareness and improve participation from Oakland residents;
- Maintaining recruitment website at www.opdjobs.com ;
- Having recruitment activities aired on KTVU;
- Attending the annual Cinco de Mayo celebration;

- Hold workshops at community and religious facilities within the City of Oakland to assist interested individuals in acquiring the skills needed to pass the POT written exam;
- Maintain relationships with the Peralta Community Colleges (i.e., Laney and Merritt), which offer courses, such as report writing, to students interested in becoming a police officer and obtaining a higher education;
- Maintain efforts to utilize a diverse group of community members to participate in the Oral Board interview panel during the POT selection process;
- Offer practice tests at various locations through-out the City of Oakland to promote visibility and easy access for applicants interested in becoming a police officer;
- Maintain selective and focused outreach to a diverse pool of applicants for positions such as Police Communication Dispatchers (PCDs), Police Services Technicians (PSTs), Police Evidence Technicians (PETs) and Parking Control Technicians (PCTs).
- Continue to be transparent with respect to the recruiting and hiring process and open to community suggestions about recruitment strategies.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The Oakland Police Department posts notices at the following locations:

- Police Communications Center Lobby (7101 Edgewater Bldg. #8)
- Police Administration Building Records Counter/Patrol Desk/Lobby/2nd and 3rd floor and chief's Office on the 8th floor (455 7th Street)
- Eastmont Sub-Station (2651 73rd Avenue)
- Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)
- Recruiting Unit (250 Frank H. Ogawa Plaza, Suite D)
- Special Victims Unit (470 27th Street)

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Oakland Police Department is in 100% compliance with translating vital documents into the two threshold languages; Chinese and Spanish. As a practice, the Department works with

Equal Access when there are new or revised documents that require translation and the documents are stored in their database.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

No there were no new documents translated during this reporting period. See attachment 1 for vital documents reported last fiscal year.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

The Oakland Police Department has maintained the phone message recording in Chinese and Spanish languages for all public contact units.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

Based on a recent survey, it does not appear there were any concerns related to the language requirements. However, the OPD strives at all times to provide equal and fair access and services to residents. The Department's goal is to continue to work closely with Equal Access staff and maintain compliance with the ordinance, as well as Administrative Instruction 145

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Training Bulletin VIII-R (Language Access) sets forth the Department's policy and procedure to inform personnel of the need to provide language access services when encountering a Limited English Proficient (LEP) person. The OPD is committed to providing language assistance services to individuals who are LEP as part of the Department's community policing philosophy. The OPD takes all reasonable steps to ensure there is timely and accurate communication available to all individuals regardless of their primary language.

Training Bulletin VIII also addresses the use of an interpreter in situations such as police contacts, Miranda admonitions, follow-up investigative interviews, formal interviews, consent searches, search warrants, offense reports and translated documents.

Additionally, Training Bulletin VIII-R provides guidelines in determining the type of interpreter needed, depending on the circumstances of the incident.

Police Evidence Technician and Police Services Technician II Distribution

Police Evidence Technicians	PST/PET	Spanish BPCP	Chinese BPCP	Other Language
Area 1 Police Evidence/Services Technicians	9	1	3	
Area 2 Police Evidence/Services Technicians	7	1	1	
Area 3 Police Evidence/Services Technicians	8	1	1	
Area 4 Police Evidence/Services Technicians	7	1		
Area 5 Police Evidence/Services Technicians	11	3	1	
Other Divisions Police Evidence /Services Technicians	37	5	5	3
TOTAL	79	12	11	
PERCENTAGE		15.2%	13.3%	3.8%

*Footnote - Police beat area map can be located on City of Oakland website <http://www2.oaklandnet.com/Government/o/OPD/index.htm>
 Per labor agreement, Police officers can bid for different shirts and bids are reviewed based on seniority.*



DEPARTMENT NAME | 1
FISCAL YEAR 2015-2016

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

PART I: DEPARTMENT HEAD CERTIFICATION

DEPARTMENT NAME: OAKLAND PUBLIC WORKS
FISCAL YEAR: 2015-2016

Provide the following certification that the Department head has reviewed this Annual Compliance Plan for final approval:

I, **BROOKE A. LEVIN**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for **OAKLAND PUBLIC WORKS** was submitted on **JUNE 30, 2016**.


Signature & Date

Brooke A. Levin, Director
Print Name & Title

OAKLAND PUBLIC WORKS (OPW)

PART II Quantitative Assessment

Brooks A. Levin Director, Public Works 250 Frank H. Ogawa Plaza, 4314, Oakland, CA 94612 phone: (510) 238-4470 fax: (510) 238-6428 email: blevin@oaklandnet.com	Yolanda Lopez Administrative Services Manager II 250 Frank H. Ogawa Plaza, 4314, Oakland, CA 94612 phone: (510) 238-2098 fax: (510) 238-2294 email: vlopez@oaklandnet.com	Yolanda Lopez Administrative Services Manager II 250 Frank H. Ogawa Plaza, 4314, Oakland, CA 94612 phone: (510) 238-2098 fax: (510) 238-2294 email: vlopez@oaklandnet.com
--	---	---

Oakland Public Works Call Center (30131)	1 SP	1 CH	1 SP	1 CH	YES	YES
---	------	------	------	------	-----	-----

SP = Spanish, CH = Chinese

DIRECTOR OF PUBLIC WORKS & ADMINISTRATION
30111-Director and Human Resources
30112-Human Resources
30121-OPW Fiscal Services
30131-OPW Call Center
30181-Management Information Systems
BUREAU OF ENGINEERING & CONSTRUCTION
30211-Engineering & Construction Asst. Director's Office
30214-ADA Programs
30231-Project Delivery Administration
30232-Construction Management & Materials Testing
30233-CIP Project Management
30234-Facilities Planning
30235-Survey
30241-Engineering Design and ROW - Administration
30242-Streets and Structures
30243-Right of Way Management
30244-Sanitary Sewer Design
30245-Watershed and Stormwater Program
30261-Transportation Services - Administration
30264-Traffic Capital Projects
30265-Traffic Safety Program
30275-IIPD Plans and Programming
BUREAU OF INFRASTRUCTURE MAINTENANCE & OPERATIONS
30511-Infrastructure & Ops Asst Director's Office

30522-Electrical Maintenance
30523-Electrical Traffic Maintenance
30531-Infrastructure Maintenance Admin
30532-Storm Drain Maintenance
30533-Sewer System Maintenance
30534-Street & Sidewalk Maintenance
30541-Equipment Services Administration
BUREAU OF FACILITIES AND ENVIRONMENT
30611-Facilities & Environ Asst. Director's Office
30631-Facilities Services Administration
30632-Civic Center Complex
30633-Hall of Justice Complex
30634-Plant Operations
30635-Roving Custodial
30651-Parks/Bldg Maintenance Administration
30652-Landscape Maintenance
30654-Tree Services
30655-Bldgs Electrical & Painting
30658-Bldgs Structural
30671-SCGA Administration
30672-Street Cleaning
30673-Graffiti Abatement & Rapid Response
30674-Illegal Dumping
30681-Environmental Services Admin
30682-Recycling and Solid Waste
30683-Environmental Remediation
30684-Environmental Sustainability
30685-Environmental Watershed
30689-Environmental Energy

ADA Program Brochure	YES	YES	
Adopt a Drain Flyer	YES	YES	Vietnamese
Adopt a Spot Request & Agreement	YES	YES	
Battery Recycling: Safe and Legal in Oakland	YES	YES	Vietnamese
Bike Newsletter	YES	YES	Vietnamese
Creek to Bay Day Postcard	YES	YES	
Creek to Bay Day Poster	YES	YES	
Earth Day Flyer	YES	YES	
Earth Day Postcard	YES	YES	
Earth Day Poster	YES	YES	
Earth EXPO Postcard	YES	YES	
Earth EXPO Poster	YES	YES	

El Nino - Be Storm Ready Pamphlet	YES	YES	
Environmentally Sensitive Vegetation Management	YES	YES	Vietnamese
Greenware Ordinance Flyer	YES	YES	Vietnamese
Guide for Oakland Food Vendors	YES	YES	Vietnamese
Home Energy Efficiency Outreach Material	YES	YES	
Recycling Program Guide	YES	YES	Vietnamese
Report a Problem Information Card	YES	YES	
Residential Fat, Oil & Grease Postcard	YES	YES	
Small Business Recycling	YES	YES	
Telegraph Avenue Project Safety Improvements	YES	YES	Vietnamese & Korean
Volunteer Opportunities	YES	YES	
Volunteer Guidelines & Safety Sheet	YES	YES	
Volunteer Waiver	YES	YES	
Volunteer Sign In Sheet	YES	YES	
Volunteer Incident/Injury Report Form	YES	YES	
Zero Waste SFD Service Brochure	YES	YES	Vietnamese
Zero Waste MFD Service Brochure	YES	YES	Vietnamese
Zero Waste 1-2-3 Composting Instruction Card	YES	YES	Vietnamese

Percentage of vital documents translated into threshold language(s) = 100%

OPW Front Desk	238-3961	Completed
OPW Construction	238-3051	Completed
Recycling Hotline	238-7283	Completed
Volunteer Opportunities	238-7630	Completed
OPW Call Center	615-5566	Completed
Event Hotline	238-7611	Completed
Adopt-a-Spot Event Hotline	238-7630	Completed

Percentage of public phone number s with translated voice recording = 100%

PART III – QUALITATIVE ASSESSMENT

**OAKLAND PUBLIC WORKS DEPARTMENT (OPW)
FISCAL YEAR 2015-2016**

A. BILINGUAL PUBLIC CONTACT POSITIONS ASSESSMENT

ASSESSMENT	SPANISH PCP			CHINESE PCP		
	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
15	2.0	3.0	YES	1.0	2.0	YES

Note: In addition to meeting the PCP bilingual goal, it should be noted that the Department has 18 non-PCP, professional and technical engineering staff (7 bilingual in Cantonese/ Mandarin and 6 bilingual in Spanish, 1 in Vietnamese) that are available for in-person translation at the OPW Administration and Engineering and Construction counters.

1. Provide a summary narrative assessment and analysis of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

Oakland Public Works (OPW) has continued to effectively comply with the Equal Access to Services Ordinance this past reporting year.

During this reporting year, the OPW Call Center which is located at 7101 Edgewater Drive has increased its Public Contact Positions (PCP) to a total of seven (7) FTEs. The staff now consist of one (1) Call Center Manager, six (6) Public Service Representatives of which two (2) are bilingual; along with one (1) part-time Senior Aide. The bilingual Call Center staff continues to provide language translation services to Chinese and Spanish speaking citizens on a daily basis to ensure that all service requests are logged, dispatched, tracked and followed up. The Call Center's specific voicemail phone lines that are designated to Chinese and Spanish speaking citizen remains in effect with assisting in reporting a problem (*see links below*).

<http://www2.oaklandnet.com/oakca1/groups/pwa/documents/report/oak052055.pdf> and
<http://www2.oaklandnet.com/oakca1/groups/pwa/documents/report/oak052056.pdf>

OPW Administration has a total of 1.5 FTE's designated as PCPs. The positions are located at the main reception information desk at 250 Frank H Ogawa Plaza, Suite 4314; and are responsible for the day-to-day operations of assisting and directing the public and other City staff.

Within the Bureau of Engineering and Construction (BEC) there are 3.5 FTE's designated as PCP's. These positions are located at 250 Frank Ogawa Plaza, 4th floor and City Hall, 4th Floor and serve the public information needs for Right-of-Way Management and Construction, Traffic planning and ADA compliance as well as the central point of contact for Administration. (*Please note that OPW Administration and BEC share one PCP among the two divisions*).

The Bureau of Facilities and Environment (BFE) have a total of 3.0 FTE's designated as PCP's. These positions are located in the BFE's Assistant Director's office at 7101 Edgewater Drive and the Facilities Services Administration office, Building 2 at 250 Frank Ogawa Plaza, 1st Floor.

OPW continues to strive to better serve the LES community and Oakland citizens as a whole. We realize that there are still challenges but we are committed to providing the best possible services through our language-specific phone lines; website(s); mobile application(s); and special community-based events we sponsor throughout the year.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

OPW has continued to commit to hiring more bilingual candidates and to provide more outreach efforts to the LES community. OPW's recruitments and hiring selections are closely reviewed by the Department of Human Resources Management and Equal Access to ensure that the needs of the LES community are met. Currently, OPW have staff that is proficient in Spanish, Cantonese, Mandarin, Tagalog, Arabic, German, Persian, and French.

One specific effort that OPW has implemented recently is adding a Program Analyst II position to the BEC. This particular position is a newly created PCP and will be responsible for developing a public outreach and education program to improve better communications and collaboration between staff and projects and the communities we serve. Currently, the position is filled through a provisional appointment but the permanent appointment will be made soon.

Once again, this reporting year, OPW participated in an outreach effort to hire eight (8) High School student interns from various diverse backgrounds from three local Oakland High Schools – McClymonds, Oakland Tech and Oakland High. This is a concerted effort between both OPW and the Oakland Unified School District to help students gain insight and knowledge of how Oakland City Government works and specifically how OPW serves the LES community and the citizens of Oakland in general.

OPW also continues to use volunteers at several of our annual departmental events and activities (i.e., Creek to Bay Day, Earth EXPO/Earth Day, etc.). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department. Please share with us your success story.

One positive success story OPW is very proud of is that we extended our services and office hours for our BEC/Right-of-Way Management permit counter which is located at 250 Frank Ogawa Plaza, Suite 4344. This is the first point of contact for assisting and helping the public with permit related questions and issues which includes; reviewing and processing various engineering permits, construction permits, encroachment permits, memorialized street signs, and providing technical and permitting guidance to the public. This effort has improved our customer service, reduced customer wait time, and enhanced the application review and approval process. This permit

counter is managed by two Senior Engineering Technicians in which one was just recently hired and both are bilingual. There are also two other staff members who are bilingual and help with assisting in translating permit information to the public specifically the LES community.

In addition, the OPW Call Center staff continues to attend community meetings to inform the LES community of the services we offer and to listen to the communities concerns and issues. In April and May of this year, the Call Center staff attended community meetings at Franklin and Cox Elementary Schools. Both meetings were well attended by primarily Spanish speaking community members and there were interpreters there to translate their questions and the answers from staff.

4. Describe any additional measures, other than provision of bilingual staffing, the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

One additional measure OPW has implemented is the BEC/Transportation Planning Division has translated materials for the new Telegraph Avenue Complete Street Project which highlights safety improvements from 20th Street to 29th Street in downtown Oakland. The materials are translated in Spanish, Chinese, Vietnamese and Korean.

Another great accomplishment for this reporting period was the BFE/Environmental Services division translated materials for three community-based events that OPW sponsors every year (see list below):

- Oakland Earth Day Poster & Postcard – translated in Spanish & Chinese (held April 23, 2016)
- Oakland Creek to Bay Day Poster & Postcard – translated in Spanish & Chinese (held September 19, 2015)
- Oakland Earth EXPO Poster & Postcard – translated in Spanish & Chinese (held April 6, 2016) (This event had translators on-site to assist the public)

Also in the works is one staff member (PCP) in BEC/Right-of-Way Management Division is in the process of producing a FAQ document for community members regarding a new Alameda County program regulating septic tank, and how it will affect homeowners in Oakland. Once the FAQ is complete and translated in the different languages, it will be distributed through City channels (recreation/community centers, libraries, neighborhood service centers, etc.) as well as community partner groups such as the Chinatown Chamber of Commerce, the Spanish Speaking Citizens Foundation, and others.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

OPW's Call Center staff will translate the "Report a Problem" Video in Spanish, Chinese and Vietnamese. This video specifically targets any maintenance, engineering or construction problem that a resident may have (i.e. pot holes, illegal dumping, graffiti, City building/park, storm drain or volunteer efforts). Once the FAQ document regarding septic tanks is complete, it will be translated in Spanish, Chinese and Vietnamese. OPW plans to form a departmental committee to explore more outreach efforts to better serve the LES community.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

These notices are posted at the OPW main reception information desk at 250 Frank Ogawa Plaza – Administration, Suite 4314; Construction & Engineering, Suite 4344; Environmental Services, Suite 5302; and OPW Call Center, 7101 Edgewater Drive – Building #2.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

As shown in Table 4, 100% of vital documents were translated into threshold languages. This reporting year, eleven (11) additional vital documents were added in which all were translated in Spanish and Chinese; several were translated in Vietnamese; and one was translated in Korean (Telegraph Avenue Project Safety Improvements flyer).

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

The BFE/Environmental Services was able to translate the Oakland Adopt-a-Drain flyer in Spanish, Chinese, and Vietnamese. They were also able to translate the flyer for Resources for Adopt-a-Drain Volunteers in Spanish, Chinese and Vietnamese which highlights safety tips and guidelines for volunteers participating in the event.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s). What is the corrective action plan and timeline in getting the rest of the telephone lines translated?

As shown in Table 5, OPW have five (5) locations that provide multilingual telephone messages:

- OPW Administration Main Reception Information Desk Line – 238-3961
- OPW Construction – 238-3051
- Recycling Hotline – 238-7283
- Volunteer Opportunities – 238-7630
- OPW Call Center – 615-5566
- Event Hotline – 238-7611
- Adopt-a-Spot Event Hotline – 238-7630

All the above phone lines have message scripts in Spanish, Cantonese and Mandarin and OPW Construction and Environmental Services have now added Vietnamese scripts to their hotlines.

D. Assessment of Department Communication with LES Populations

1. Please respond to the last EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey.

OPW did not conduct a survey for this reporting period.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

OPW Administration and BEC/Right-of-Way Management have copies of Equal Access' "Removing Language Barriers – Enhancing Communication" pamphlets translated in Spanish and Chinese at the main reception information desk and the new Permit Counter information desk, both located at 250 Frank Ogawa Plaza, 4th floor.

OPW continues to work closely with Equal Access in its efforts to inform LES populations of their right to access services and works with Human Resources to recruit bilingual staff as needed.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

OPW will continue its outreach efforts to the LES community through our departmental events and activities; community meetings; information and event hotlines; flyers, posters, pamphlets and other materials that are beneficial in informing the public the services we provide.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? Please describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

There were no oral or written complaints filed with the Department regarding bilingual services during this reporting period.

E. Action Plan

1. Please review the 2015 Language Survey Result and provide a written response to the service gaps and successes identified. Identify three action steps for the Department for the next 12 months to promote equal access to City Services regardless of language spoken.

Even though the department did not conduct a survey this reporting period, we are committed to improving and enhancing our efforts in outreach to the LES community.

OPW's Accomplishments for This Year:

- Translated posters and postcards for three of our department's main community-based events: Earth Day, Creek to Bay Day, and Earth EXPO

- Translated flyers for Adopt-a-Drain & Adopt-a-Drain Volunteers Safety Tips & Guidelines
- Provided an Adopt-a-Spot Event Hotline in multi-languages

OPW's Goals for Next Year:

- Call Center's "Report a Problem" Video will be translated in Spanish and Chinese.
- OPW will form a departmental committee to explore more outreach efforts to better serve the LES community.
- FAQ document regarding Septic Tanks will be translated in Spanish, Chinese and Vietnamese.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

These notices are posted at the OPW main reception information desk/counters at 250 Frank Ogawa Plaza – Administration, Suite 4314; Construction & Engineering, Suite 4344; Environmental Services, Suite 5302; and OPW Call Center, 7101 Edgewater Drive – Building #2.

The Department will be posting the Final Report of the OAKLAND PUBLIC WORKS FY 2014-2015 EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN on the Equal Access Program website which can be accessed at the following link:
<http://www2.oaklandnet.com/Government/o/HumanResources/s/EqualAccess/index.htm>.

A written copy of the report will be available for the public to view at OPW Administration Main Reception Information Desk, 250 Frank H. Ogawa Plaza, Suite 4314.