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CITY OF OAKLAND

AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Anil Comelo
Director of Human
Resources Management

SUBJECT: Supplemental Report to Equal Access
Annual Compliance Report

DATE: February 29, 2016

City Administrator Approval:



Date:

3/9/16

RECOMMENDATION

Staff Recommends That The City Council Receive This Supplemental Report To The Equal Access To Services Ordinance (EAO)'s Annual Compliance Report.

REASON FOR SUPPLEMENTAL

At its September 29, 2015 meeting, the Finance and Management Committee requested that staff provide a supplemental report to the Equal Access to Services Annual Compliance Report for Fiscal Year 2014-2015 (Legistar # 15-0104). This Supplemental Report is prepared in response to that request.

BACKGROUND/ LEGISLATIVE HISTORY

The Equal Access to Services Ordinance (Oakland City Ordinance No. 12324 CMS and Section 2.30 of the Oakland Municipal Code, "EAO") was passed on May 8, 2001 for the purpose of providing equal access to City services to all Oakland residents, including those with limited proficiency in English. On March 28, 2011, the City reached a settlement agreement with plaintiffs (Case No. RG08409445 & RG08409443) and further formalized the reporting procedure. The City Administrator's Office issued an Administrative Instruction (AI 145) on November 9, 2011 to provide direction on the implementation of the EAO. As part of the Settlement Agreement, the City agreed to comply with the requirements of the Oakland Municipal Code section 2.30, "Equal Access to Services," which included submission to the City Council an Annual compliance Plan with specific data regarding the status of oral and written language services and assessment of EAO implementation by City Departments.

The EAO requires four key areas of compliance: (1) Utilizing sufficient bilingual PCP employees, City departments provide the same level of service to LES groups as they provide English speakers; (2) Translation of Documents; (3) Multilingual Telephone Recordings; (4) Communication & Assessment. In regards to Boards and Commissions, EAO includes the following provisions: (a) "City Commissions and Departments shall not be required to translate meeting notices, agendas, or minutes, (b) Oral interpretation of any public meeting or hearing

Item: _____

Finance & Management Committee

March 22, 2016

lead by a City commission or departments shall be provided if requested at least 48 hours in advance of the meeting or hearing in question.”

ANALYSIS

Staff was asked to provide additional information in seven areas related to the Equal Access to Services Annual Compliance Report for Fiscal Year 2014-2015:

1. Identify & inventory vital documents and create a plan for ensuring all vital documents are translated.
2. Compare City of Oakland website with other jurisdictions and provide recommendations for better online access.
3. Additional information regarding the Business Assistance Center and language access to its programs and services.
4. Additional information from the Oakland Fire Department on bilingual staffing and outreach.
5. Additional information from the Oakland Police Department on recruitment efforts and current number of bilingual Police Dispatchers.
6. Additional information from the Finance Department and the Oakland Parks and Recreation Department to identify service gaps and solutions.
7. Re-establish sufficient bilingual staffing at the Oaklander's Assistance Center (OAC)

Responses:

1. Identify & inventory vital documents and create a plan for ensuring all vital documents are translated.

Staff was asked to provide information about the “vital documents” requirements of the Equal Access to City Services Ordinance (EAO) (12324 C.M.S.) and conduct an assessment of current vital written materials in the City and find out if documents are translated as required. The Equal Access Ordinance SEC.2.30.050 ‘Translation of Materials’ states:

“Departments shall translate the following written materials that provide vital information to the public about the Department’s services or programs into the language(s) spoken by the Substantial Number of Limited English Speaking Persons Group(s):

- (1) Written materials disseminated to the public including, but not limited to, brochures, outreach materials and;*
- (2) Applications or forms to participate in a Department’s program or activity or to receive its benefits or services;*
- (3) Written notices of fines or rights to, determination of eligibility of award of, denial of, loss of, or decrease in a benefit, city service or program, including the right to appeal any Department’s decision;*

- (4) Written test that do not assess English language competency, but test competency for a particular license or skill for which knowledge of written English is not required;
- (5) Notices advising limited English-proficient persons of free language assistance;
- (6) Materials explaining a Department's services or programs;
- (7) Complaint forms;
- (8) Any other written documents that have the potential for determining eligibility for, or access to, services from, or participating in, a program of a city department."

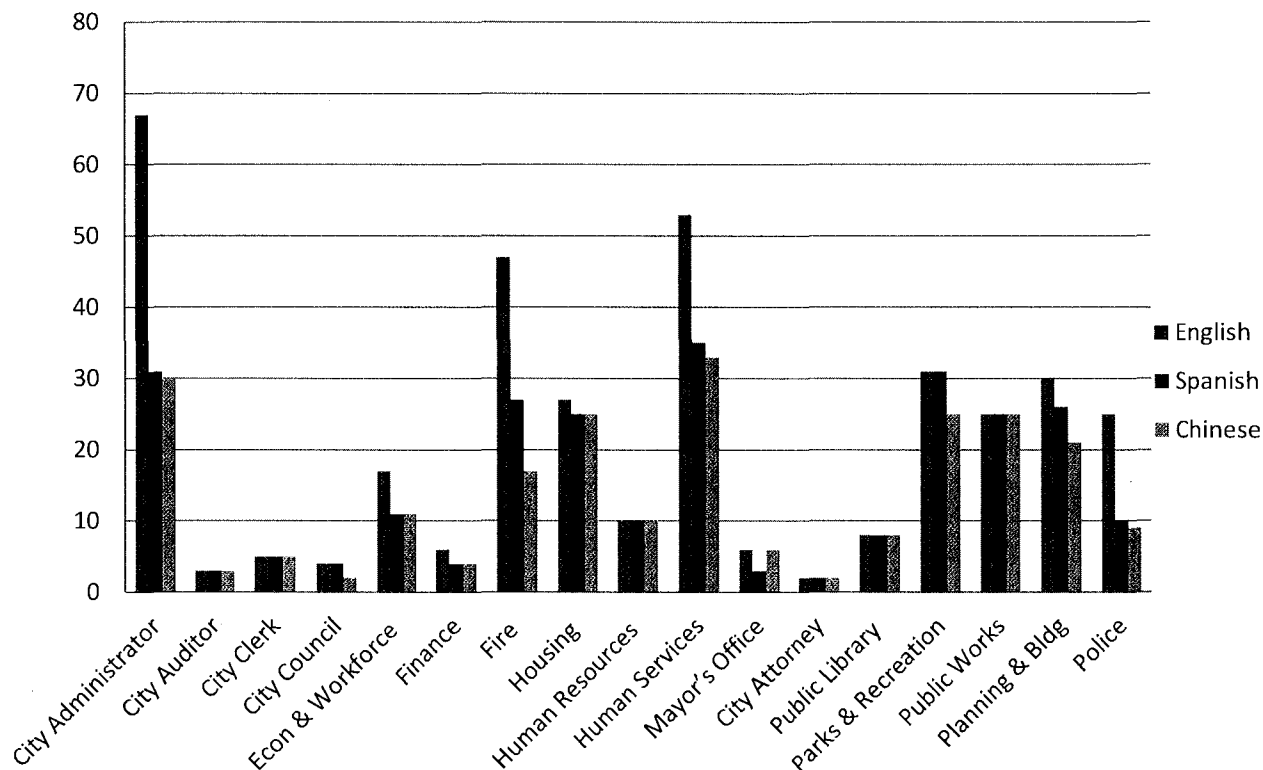
In an effort to identify all vital documents in the City, staff from the Equal Access Office developed a "City of Oakland Vital Documents Checklist" and asked City Departments to complete the checklist (**Attachment A**). **Table 1** summarizes the assessment results:

A total of 366 documents were identified as vital documents that provide important programs and services information to the public. Overall 71 percent of the identified documents were available in Spanish and 64percent were available in Chinese. To meet EAO mandates, all vital documents should be available in three languages: English, Spanish and Chinese. A review of the documents revealed that while certain documents were translated in the past, and thus, reported in previous reports, they had become outdated over the years. Only materials that were readily available to the public were shown in the "Translated Materials" columns.

Table 1: Vital Document Assessment Result

Previously Reported in 2015	City Department	Vital Doc Reported (English)	Translated Materials	
			Spanish Version	Chinese Version
73	City Administrator	67	31	30
3	City Auditor	3	3	3
4	City Clerk	5	5	5
1	City Council	4	4	2
9	Econ & Workforce	17	11	11
6	Finance	6	4	4
7	Fire	47	27	17
14	Housing	27	25	25
10	Human Resources	10	10	10
32	Human Services	53	35	33
8	Mayor's Office	6	3	6
4	City Attorney	2	2	2
17	Public Library	8	8	8
13	Parks & Recreation	31	31	25
22	Public Works	25	25	25
21	Planning & Building	30	26	21
26	Police	25	10	9
270	TOTAL	366	260	236
<i>Percentages</i>	100%	71%	64%	

Chart 1: Vital Document Assessment by Department



Recommended Next Steps:

- Staff recommends adopting a comprehensive City-wide effort in the next 12 months to update all identified vital documents' translations to ensure compliance with the Equal Access Ordinance. The audit revealed 130 vital documents were without one or two of the required language translations; in addition, 21 new documents have been identified to be submitted for translation. This brings the total number to 151 documents.
- Resources needed – quarterly expense reports indicate that average cost to translate one document into the two required languages is \$450.00 per document. To have all outstanding document translated and thus, bring the City into compliance with the EAO, staff estimates the cost to be \$68,000.00 (151 documents X \$450 each = \$67,950.00) which is not included as a specific line item in the current City budget. While individual departments may have some Operations & Management (O&M) funding that could be allocated to this purpose, to update all documents within the next year would require additional funding and may be reviewed for mid-cycle budget considerations.

2. Compare City of Oakland website with other jurisdictions and provide recommendations for better online access.

Staff was asked to conduct an analysis on the City's online accessibility and research tools employed by other jurisdictions. The City's current website (oaklandnet.com) relies on Google Translator. "Google Translate" is a free online language translation service that instantly translates web pages to over 50 other languages. Research of other public sector websites

revealed Google Translator as a popular choice. Among the 25 researched public entity websites, 56percent utilized Google Translate; 12percent offered selected information in other languages; 12percent offered web site in both English and Spanish; and the remaining 20percent did not appear to provide translation of any kind.

**Chart 2:
 Online
 Language
 Accessibility
 Assessments**

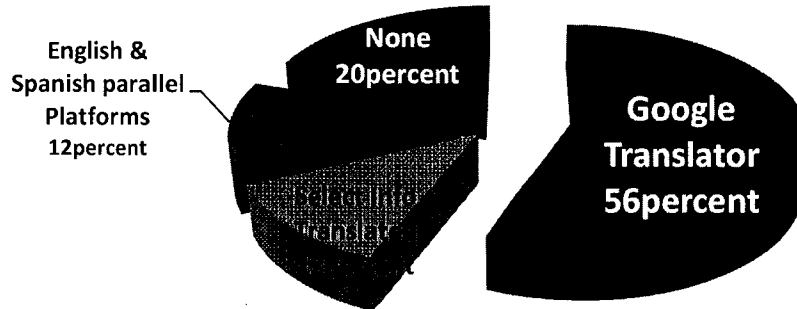


Table 2: Online Language Accessibility

	Name	Website Address	Google Translate	Select info available in other languages	Parallel web platform in other languages
1	City of Alameda	http://alamedaca.gov/	Yes		
2	City of Berkeley	http://www.ci.berkeley.ca.us/			
3	City of Daly City	http://www.dalycity.org/	Yes		
4	City of Dublin	http://www.ci.dublin.ca.us/	Yes		
5	City of Emeryville	http://www.ci.emeryville.ca.us/	Yes		
6	City of Fremont	https://www.fremont.gov/	Yes		
7	City of Hayward	http://www.hayward-ca.gov/	Yes		
8	City of Millbrae	http://www.ci.millbrae.ca.us/			
9	City of Richmond	http://www.ci.richmond.ca.us/	Yes		
10	City of San Rafael	http://www.cityofsanrafael.org/	Yes		
11	City of Walnut Creek	http://www.walnut-creek.org/			
12	City of San Jose	http://www.sanjoseca.gov/	Yes		
13	City of San Mateo	http://www.cityofsanmateo.org/		Yes	
14	City of San Leandro	https://www.sanleandro.org/	Yes		
15	County of Alameda	https://www.acgov.org/		Yes	
16	County of Contra Costa	http://www.co.contra-costa.ca.us/	Yes		
17	County of San Mateo	http://www.smcgov.org/	Yes		
18	County of Santa Clara	https://www.sccgov.org			
19	City & County of San Francisco	http://sfgov.org/	Yes		
20	State of California	http://www.ca.gov/		Yes	
21	California DMV	https://www.dmv.ca.gov			Spanish
22	California EDD	http://www.edd.ca.gov/	Yes		
23	HUD	http://www.hud.gov			Spanish
24	Social Security Administration	https://www.ssa.gov/		Yes	
25	USA.Gov	https://www.usa.gov/			Spanish

DMV = Department of Motor Vehicles; EDD = Employment Development Department, HUD = US Department of Housing & Urban Development

Recommended Next Steps: The City's current website at Oaklandnet.com offers few options for improved language access online. Given our existing content, content management system and information architecture, our translation options are as follows:

- Option 1: Continue with Google Translate -- The advantage of this online translation tool is that content, including any and all changes made afterwards, can be translated instantly into multiple languages. Information is always parallel and up-to-date across different language platforms. It is cost and time efficient. The downside is that quality control of translated materials is totally dependent on computer software. The instant translation ability also means that content is not reviewed for accuracy before being displayed on the City's website. For Option 1, staff recommends (i) relocating the Translation Toolbar to the upper right hand corner of the home screen and (ii) adding labels in Spanish and Chinese that indicate "Click here for translation".
- Option 2: Strive for an accurate multi-lingual website – establish an inter-department committee and bring in a vendor to translate web content into Spanish and Chinese. Using online word count tools, the estimated word count for our website is 5,000,000 words, excluding all the Portable Document Format (PDF) uploads and third party sites. Cost to translate from English to Spanish and/or Chinese using our existing translation practices and partner companies averages \$0.20 per word per language. It is estimated to cost \$2,000,000 for content translation alone. The City's website is currently being reviewed for efficiency, effectiveness, and ease of use by the City Administrator's office. Integrating language access into that process may be a more effective way to improve the accessibility of City information for Limited English Speakers (LES).

In preparing this report, staff partnered with the City Administrator's Office to explore options to improve access to the City's website. The City Administrator's Office Citywide Communications team is evaluating current website at Oaklandnet.com and exploring alternative content management systems to better serve the City. Assessment and suggestions provided by the Citywide Communications team is provided in **Attachment B**.

Bilingual Staffing:

For items #3 through #7 below, staff was asked specifically to address language access for certain City departments and programs. The EAO requires that the City identify the positions in the organization that are, "public contact positions." Furthermore, a public contact position (PCP) is defined in the Oakland Municipal Code section 2.030.020 as, "a position, whether of clerical, service, professional, or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position." The Ordinance and subsequent settlement agreement provides the manner by which the City is to determine how many of the PCPs will require bilingual proficiency - through a formula based on the percentage of LEP households. For PCPs requiring bilingual skills, the City uses the civil service mechanism of "selective certification" to require that candidates for those position possess the required bilingual skills necessary to perform the assigned duties, including serving LEP clients in Spanish, Mandarin or Cantonese. Per requests made when the annual report was presented in September 2015, the following items discuss bilingual staffing within the context of this EAO requirement.

3. Additional information regarding the Business Assistance Center and language access to its programs and services.

The City of Oakland's Business Assistance Center (BAC) partnered with various Oakland business groups, including Oakland Chinatown Chamber of Commerce, Hispanic Chamber of Commerce, Vietnamese Chamber of Commerce, African American Chamber of Commerce, and the Oakland Metropolitan Chamber of Commerce. According to BAC, during January to November 2015, 9 workshops were offered in Chinese and 21 workshops were offered in Spanish. The upcoming plan for 2016 includes monthly Legal Clinic in partnership with the Lawyers for Civil Rights; ensure bilingual BAC materials are available; promote Spanish and Chinese Small Business Administration webinars and materials; seek stronger partnerships with key community partners and more. The report submitted by BAC is provided in **Attachment C**.

4. Additional information from the Oakland Fire Department on bilingual staffing and outreach.

The Oakland Fire Department (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. For example, 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. The Spanish-language CORE curriculum is in the process of being updated and classes are scheduled to be offered in Spring 2016. Current OFD Fire Station transfer and assignments are governed by the Memorandum of Understandings with OFD's labor union. The report submitted by OFD is provided in **Attachment D**.

5. Additional information from the Oakland Police Department on recruitment efforts and current number of bilingual Police Dispatchers.

The Oakland Police Department (OPD) worked to meet the minimal bilingual staffing goals defined by the EAO. Recruitment efforts for bilingual Police Dispatchers included advertising in newspapers, radio stations, Chamber of Commerce, Asian Advisory Committee, and local colleges. Among OPD's 62 Police Communication Dispatchers, 12 are bilingual. In addition, the communications unit provides three Spanish-speaking Operators who are able to provide additional coverage on language assistance. The report submitted by OPD is provided in **Attachment E**.

Table 3: OPD Bilingual Dispatchers	TOTAL	Spanish-speaking	Chinese - speaking	Other - Vietnamese
Police Communication Dispatchers	62	8	3	1
Police Communication Operator	5	3		
TOTAL	67	11	3	1

6. Additional information from the Finance Department and the Oakland Parks and Recreation Department to identify service gaps and solutions.

Data from the 2015 Language Assessment seemed to suggest a higher percentage of survey respondents have encountered difficulty in accessing services at the Finance Department and the Oakland Parks and Recreation (OPR). Staff was asked to conduct follow up analysis with the two departments to identify service gaps. A qualitative assessment (**Attachment F**) was done to capture suggestions and feedbacks from service users.

Finance Department

Two locations with a high volume of client contacts were identified (Parking Citation Assistance Center and Business Tax Center) and input from 97 walk-in clients was captured and showed satisfactory results. The Parking Citation Assistance Center and the Business Tax Center serve a diverse population and over 90percent of clients received the service they needed and were satisfied with the service they received.

**Chart 3:
 Language Use by Clients
 Visiting the Parking Citation
 Assistance Center and the
 Business Tax Center**

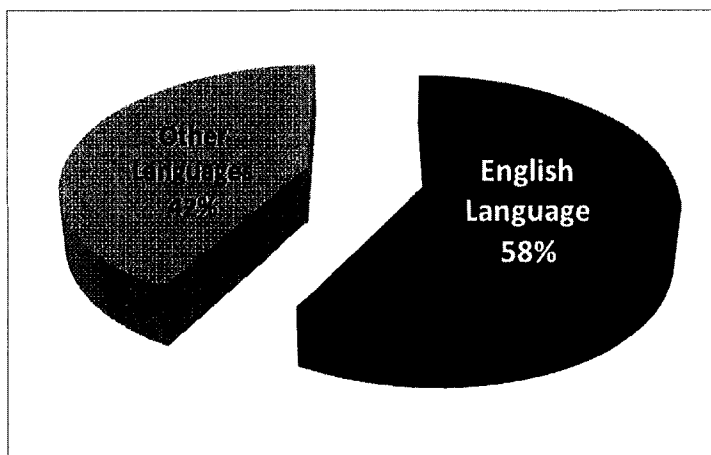


Table 4: Data Collected from Finance Department Walk-in Clients

93%	Received services s/he came in for.	58%	Listed English as primary language.
91%	Indicated signs and instructions are clear.	22%	Listed Spanish as primary language.
93%	Rated services as excellent/ good.	13%	Listed Chinese as primary language.
94%*	Felt the office makes good effort in serving Limited-English-Speaking clients.	7%	Listed other language as primary language.

*Respondents listed a language other than English as primary language

Clients were asked questions such as, “How can we improve our service?” “If you could change one thing about our signage and instruction (or language accessibility), what would that be?” Inputs are summarized in **Table 5**:

Table 5: Summary of suggestions and feedbacks (Finance Department)

- A better sign at the entrance of the building would make it easier to find.
- A sign over the ticket machine would be most helpful.
- Suggestion drop box should include bold and larger Chinese characters.
- The flyers in the lobby are useful but the location where the flyers are posted is not very visible.

- Need more bilingual signs and staffs.
- Not enough brochures.
- If you could do all of this online one day that would be awesome. But it was painless (short lines). Everyone was helpful today.
- Too long, I waited 1/2 hr. Please have more than one person at windows.
- Someone at the lobby or more brochures about parking available in Spanish.
- More bilingual signs and literature.
- More Spanish speaking personnel and brochures in Spanish.
- Need cashiers that speak Spanish.
- Excellent. Staff explained about the citation in Cantonese. I like the service.
- The employee was very cordial and helpful.

Oakland Parks and Recreation (OPR)

A total of 101 walk-in clients from 17 recreation centers provided feedback for evaluation. The following recreation centers were included in this assessment: Defremery, Ira Jenkins, Montclair, Mosswood, Lions Pool, Temescal Pool, Dimond, Lincoln Square, Boating, Sheffield Village, Willie Keys, Arroyo Viejo, Tassafaronga, Studio One, Redwood Heights, Carmen Flores, and FM Smith.

Table 6: Data Collected from OPR Walk-in Clients

93%	Received services s/he came in for.	53%	Listed English as primary language.
91%	Indicated signs and instructions are clear.	11%	Listed Spanish as primary language.
96%	Rated services as excellent/ good.	35%	Listed Chinese as primary language.
97%*	Felt the office makes good effort in serving Limited-English-Speaking clients.	1%	Listed other language as primary language.

*Respondents listed a language other than English as primary language

Clients were also asked to provide suggestions and input. Some OPR clients provided suggestions for general program improvement which may not have any direct relation to language access. All types of feedbacks are summarized here to provide a comprehensive record of community input:

Table 7: Summary of suggestions and feedbacks (OPR)

- More bilingual signage would be encouraged, especially in Spanish and Chinese. (Sheffield Village)
- Free Pre-K Play Program is awesome. Offer more days, change time to 1pm. (Willie Keys)
- Will be awesome to have beverages/ souvenir items available. (Boating)
- Bigger print on signs. Need an Open/ Closed sign. (Boating)
- Wish rentals accept payment other than cash. (Boating)
- Wish the center opens earlier to allow more time for exercise. (Lincoln Square)
- Wish the center opens at 8am. (Lincoln Square)
- Great service, bright and accessible information. (Arroyo Viejo)
- My kids love coming here and it is convenient being in the neighborhood. (Arroyo Viejo)
- Add more Spanish marketing materials. (Arroyo Viejo)
- Please provide more information online. (Studio One)
- Staff is friendly and supportive. (Redwood Heights)
- Larger Open/ Closed signs and more visible hours. (Mosswood)
- Chlorine was too high to allow swimming. Please put notice on website. (Lions Pool)

- Want a snack bar. (DeFremery)
- There wasn't an 'Open' sign. (Tassafaronga)
- The guards (Lifeguards) are great, very helpful, and polite. They provide a great service! (Temescal Pool)

Recommended Next Steps: The follow up assessment showed clients were satisfied with services provided by the two Departments. Over 90 percent of clients rated services as excellent or good. In both case studies, over 95 percent of potentially limited-English-speaking clients (whose primary language is not English) felt that the Departments made a good effort in serving limited-English-speaking clients and that the signs and instruction are clear. Staff recommends that the Finance and OPR Departments (i) re-evaluate current signage, (ii) add additional bilingual signs in visible locations, (iii) add additional bilingual literature, and (iv) provide a progress update as part of its annual compliance report in June 2016. EAO staff will assist and guide the departments in these efforts.

7. Re-establish sufficient bilingual staffing at the Oaklander's Assistance Center (OAC)

The OAC provides information to Oakland residents and businesses about city services, programs, and policies. OAC carries an important role in bridging the gap between members of the public and city agencies. Trilingual (English, Spanish, and Chinese) service were available at the OAC at one time, however, budget reductions and layoffs reduced the staffing allocation several years ago. At the September 29, 2015 Finance & Management Committee meeting, the Committee discussed adding staff to OAC to provide language support at City Hall. The fully-burdened annual cost for a full-time Public Service Representative is projected at \$84,346.60 and is not currently budgeted.

FISCAL IMPACT

This is a supplemental informational report intended to address some questions on the implementation of the Equal Access to Services Ordinance. Possible costs associated with the recommendations outlined in this report are summarized below in **Table 8**. Any changes to funding allocations would have to be considered as part of the City's overall budget planning and implementation process.

Table 8: Fiscal Impact Projection

1	Vital Document Translation Project*	\$	68,000
2	Website Translation Project*	\$	2,000,000
3	Bilingual Public Service Rep at Oaklanders' Assistance Ctr ^^	\$	84,347
TOTAL FISCAL IMPACT		\$	2,152,347

*One-time Cost ^^ Annual Cost

PUBLIC OUTREACH

No public outreach was necessary for the presentation of the information contained in this report beyond the standard City Council agenda noticing procedures.

COORDINATION

The Equal Access Unit of the Human Resources Management Department (HRM) coordinated the collection, compilation, and reporting of data with the Language Access Coordinators in each City department. The City Administrator's Budget office and the City Attorney's Office were consulted in preparation of this report.

SUSTAINABLE OPPORTUNITIES

Economic: *There is no specific economic opportunity associated with this report.*

Environmental: *There is no environmental opportunity associated with this report.*

Social Equity: *The Equal Access to Services Ordinance was enacted for the purpose of providing equal access to City services to all Oakland residents, including those with limited proficiency in English. Providing this annual report and supplemental information supports the City's efforts to provide services to Oakland residents who have limited English speaking ability.*

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Receive this Supplemental Report Regarding the Annual Equal Access to Services Ordinance.

For questions regarding this report, please contact May Tam, Program Analyst III, at (510) 238-3112.

Respectfully submitted,



ANIL COMELO
Director, Human Resources Management Department

Reviewed by:
Kip Walsh, Human Resources Manager

Prepared by:
May Tam, Program Analyst III
Equal Access Program of Human Resources

Attachments (6):

- A: Vital Document Checklist Submitted by All City Departments
- B: Multilingual Web Strategies Submitted by Citywide Communications Team
- C: Follow Up Report Submitted by the Business Assistance Center
- D: Follow Up Report Submitted by the Oakland Fire Department
- E: Follow Up Report Submitted by the Oakland Police Department
- F: Follow Up Assessment Survey

ATTACHMENT A

Vital Document Checklist Submitted by City Departments

City of Oakland Vital Document Inventory Checklist

The purpose of this check list is to provide a tool for City departments to review its inventory of materials (& translated versions) available to the public. The Equal Access to Services Ordinance (Oakland City Ordinance No. 12324 CMS and Section 2.30 of the Oakland Municipal Code, "EAO") was enacted for the purpose of providing equal access to City services to all Oakland residents, including those with limited proficiency in English. Administrative Instruction 145 provided guidelines on implementation and enforcement. It specifies that all vital documents provided to or made available to the public shall be translated into EAO designated languages.

Examples of vital documents:

- Written materials disseminated to the public such as brochures, and outreach materials;
- Applications or forms to participate in program or activity, or to receive its benefits or services;
- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Citizens' Police Review Board Date: 11/12/15

Person Completing Checklist: Anthony Finnell Title: Exec. Dir.

Reviewed by Department Director (Sign & Date): [Signature] 11/12/15

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS (to be completed by the public)

Total # in English = Total # in Spanish = Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English = Total # in Spanish = Total # in Chinese =

COMPLAINT FORMS

Total # in English = Total # in Spanish = Total # in Chinese =

OTHER MATERIALS (special event flyer, resource guide, PowerPoint, newsletter...etc)

Total # in English = Total # in Spanish = Total # in Chinese =

What do I do after I have completed this check list?

1. Route or Email a scanned copy to mtam@oaklandnet.com (150 FOP, HRM / EAO) by **November 13, 2015**.
2. Please gather a hard copy of each of the documents included in the above count.
3. Equal Access Office staff will contact you to arrange a Compliance Meeting and review all your available documents.

For departments with multiple bureaus, you may use multiple checklists for multiple bureaus/ units.

Dept: CPCB

City of Oakland Vital Document Inventory Checklist

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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Contracts & Compliance Date: 11/13/2015

Person Completing Checklist: Vivian Inman Title: Contracts & Compliance Officer

Reviewed by Department Director (Sign & Date): *Deborah Burner*

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Inventory List

Document Name	English	Spanish	Chinese
Local Employment & 15% Apprenticeship Brochure	X		
Prompt Payment Bulleting	X	X	X
Local and Small Local Business Enterprise Program	X		
Oakland Apprenticeship Workforce Development Partnership System	X		

Dec '15

City of Oakland Vital Document Inventory Checklist

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- Applications or forms to participate in program or activity, or to receive its benefits or services;
- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Oakland Animal Services Date: 1/12/16
 Person Completing Checklist: Eugenia Tantealo Title: Exec. Asst.
 Reviewed by Department Director (Sign & Date): *[Signature]*
REBECCA KATZ

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: CAO/DAS

OAS Forms2 - OAS Forms

Form ID #	Document Name	Online Forms	English	Spanish	Chinese	Brochure/ Program Desc/ Outreach	Application Forms	Written Notices/ Fines/ Rights	Complaint Forms	Other Materials Forms	
	About Us -- OAKLAND ANIMAL SERVICES	OAS Handout	X	X	X	x					
	After Hours Cages Information Card		X							X	
	Animal Control Agencies in Alameda County		X			x					Yes (physical form)
	Cat Adoption -- ACR #	Cat Health Sheet	X				x				
	Cat Adoption Questionnaire/Health Sheet	Application - Cat	X	X	X		x				No form
	Cats and Scratching		X	X	X	x					
	Children and Dogs		X	X	X	x					
	City of Oakland (OAS) Overtime Authorization		X							X	Mismatched from original paper document
	City of Oakland Dog License Fee Waiver Application for Service Dogs		X				x				
	Compliance Notice		X					X			Forms lacking a paper and CD copy; printed only via Online Forms
	Daily Log		X							X	
	Dead Animal Removal Form	Dead Animal Removal Assistance	X				x				Forms that are not class/correctly photocopied.
	Did you know that RABBITS:		X	X	X	x					
	Dog Adoption -- ACR #	Dog Health Sheet	X				x				Forms are double filed (on the back)
	Dog Adoption Questionnaire	Application - Dog	X	X	X		x				
	Dog Tips		X	X	X	x					
	Dogs in Oakland	Dogs in Oakland (Eng/Span)	X	X		x					FORMS ON CD:
	Evidence Tag		X							X	Animal Control Ordinances
	Fax (form)		X							X	About Us (OAS)
	Feral Cat Surrender Form		X					X			After Hour Cages...
	Foster Agreement	Foster Agreement	X				x				Cat Adoption...
	Fowl in Oakland		X	X	X	x					Conditions for Keeping...
	Free First Exam (for New Adopters)		X			x					Did You Know that Rabbits:
	Free Program (Spay and Neuter Surgery for Cats)		X			x					Dog Adoption Questionnaire
	Installing a Dog Trolley System		X			x					Estimate Fees
	Introducing Cats and Dogs		X	X	X	x					Free Program (Spay...)
	Introducing Cats to Cats		X	X	X	x					Introducing Cats/Dogs & Cats to Cats
	Introducing Dogs to Dogs		X	X	X	x					Introducing Dogs to Dogs
	List of Oakland Animal Services	New Fees	X	X	X	x					List of Oakland Animal...
	Myths and Facts About Spaying and Neutering		X	X	X	x					Notice to Quarantine...
	NOTICE -- Selling of Animals		X	X	X	x					OPD Home Quarantine Agreement
	Oakland Animal Control Regulation (6.04.241 Spay/Neuter)		X			x					OPD Request for Hearing
	OAS Animal Noise Complaint		X					X			Potentially Dangerous Dog
	OAS Dog Foster Program		X			x					Property Inspection Form
	Owner Surrender Agreement		X				x				Property Inspection Requirements
	Potentially Dangerous Dog Permit		X	X	X			X			Rabbit Adoption...
	Preventing Litter Box Problems/Cats		X	X	X	x					Rabies Control...
	Proper Outdoor Shelter for Your Dog		X			x					Refusal to Quarantine...
	Puppy Housetraining		X	X	X	x					Statement of Account
	Rabbit Adoption Questionnaire	Application - Rabbit	X	X	X		x				Statement of Buyer
	Rabies Control Disposition Notice		X	X	X			X			Veterinary Clinics in Oakland
	Rabies Control Investigative Report	Bite Report	X					X			Vicious Dog Permit
	Rabies Vaccination Certificate		X					X			Volunteer Application
	Request for Post Seizure Hearing		X					X			
	Sign In (Front Desk Sheet)		X				x				
	Spay/Neuter Appointment	Spay/Neuter Form	X				x				
	Statement of Account		X	X	X		x				
	Statement of Buyer (No Warranty)	Statement of Buyer	X	X	X		x				
	To Adopt You Must:	Requirements to Adopt	X	X	X	x					
	Veterinary Clinics in Oakland and FREE First Exams for New Adopters from the Oakland Animal Shelter		X	X	X	x					
	When Dogs Bite in Oakland (FAQ)	When Dogs Bite (3 languages)	X	X	X	x					
		Bites - Owner PDD Letter	X					X			
		Bite - Proof of Service	X					X			
		Bites - Owner Vicious Letter	X					X			
		Field Service Form	X					X			
		Foster Application	X				x				
		Lost and Found Web Form	X							X	
	old letterhead	OAS Letterhead	X							X	

OAS Forms2 - OAS Forms

		<i>Ordinance -- Title 6 Animals</i>	X	X	X			X		
		<i>Volunteer Application</i>	X	X	X		X			

City of Oakland Vital Document Inventory Checklist

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- Written materials disseminated to the public such as brochures, and outreach materials;
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- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: City Auditor Date: 11/16/15

Person Completing Checklist: Maya Collins Title: Receptionist

Reviewed by Department Director (Sign & Date): [Signature]

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS (to be completed by the public)

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WRITTEN NOTICES OF FINES OR RIGHTS

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COMPLAINT FORMS

Total # in English = Total # in Spanish = Total # in Chinese =

OTHER MATERIALS (special event flyer, resource guide, PowerPoint, newsletter...etc)

Total # in English = Total # in Spanish = Total # in Chinese =

What do I do after I have completed this check list?

1. Route or Email a scanned copy to mtam@oaklandnet.com (150 FOP, HRM / EAO) by **November 13, 2015**.
2. Please gather a hard copy of each of the documents included in the above count.
3. Equal Access Office staff will contact you to arrange a Compliance Meeting and review all your available documents.

For departments with multiple bureaus, you may use multiple checklists for multiple bureaus/ units.

Dept: City Auditor

City of Oakland Vital Document Inventory Checklist

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- Complaint forms.

Name of Department: _____ Office of the City Clerk _____ Date: _____ 11/12/15 _____

Person Completing Checklist: _____ Sandy Wong _____ Title: _____ Management Assistant _____

Reviewed by Department Director (Sign & Date) _____ *Tonda Simmons* _____ 11/16/2015 _____

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: _____

City of Oakland Vital Document Inventory Checklist

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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Economic & Workforce Development Department Date: February 2, 2016

Person Completing Checklist: Donna M. Howell Title: Administrative Services Manager II

Reviewed by Department Director (Sign & Date): Donna M. Howell for Mark Sawicki

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH 3MATERIALS

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Dept: Economic & Workforce Development Department

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese
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 (Former Redevelopment and Neighborhood Investment) - the following documents are being forwarded to Equal Access for translation and will be posted on the City's Website to make translation available for FY 15-16 in Chinese and Spanish			
Façade and Tenant Improvement Program Description	X	X	X
Façade 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 Tour Brochures - ongoing	X		
Public Art Program Information Sheet	X		
Public Art Policy Guidelines For Artist-Community Initiated Projects (including Cultural Funding Program and Anti-Graffiti Mural Grant Recipients)	X		
Cultural Funding Program Information Rack Card	X		
25 th anniversary Loma Prieta Earthquake postcards	X	X	X
Council Redistricting community meeting flyer	X	X	X
Real Estate (Former Redevelopment and Neighborhood Investment) - the following documents are being forwarded to Equal Access for translation and will be posted on the City's Website to make translation available for FY 15-16 in Chinese and Spanish			
Flyer-Surplus Land: Girvin Drive	X	X	X
Flyer-Surplus Land: 1148-71 st Street	X	X	X
Flyer-Surplus Land: 6226 Moraga Ave	X	X	X
Workforce Development - the following documents are being forwarded to Equal Access for translation and will be posted on the City's Website to make translation available for FY 15-16 in Chinese and Spanish			
West Oakland Job Resource Center Pamphlet	X		
	17	11	11

City of Oakland Vital Document Inventory Checklist

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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: FMA/Revenue/Parking Citation Assistance Center

Date: 11/30/2015

Person Completing Checklist: Juliana Demers Title: Revenue Operations Supervisor

Reviewed by Department Director (Sign & Date): Margaret O'Brien 12/3/2015

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: Revenue Management Bureau

City of Oakland Vital Document Inventory Checklist

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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: OFD - Fire Administration Date: 11/13/15

Person Completing Checklist: Trinette Gist Skinner Title: Fire Division Manager

Reviewed by Department Director (Sign & Date): *Trinette Gist Skinner*

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: Oakland Fire - Fire Administration

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- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Oakland Fire Department/ Fire Prevention Bureau Date: November 17, 2015

Person Completing Checklist: Miguel Trujillo Title: Fire Marshal

Reviewed by Department Director (Sign & Date): Teresa Deloach Reed 11-17-15

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: Oakland Fire Department / Fire Prevention Bureau

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese	
Sample: Wonderful Program Eligibility Guideline	X	X	X	
Safe Housing Inspection Program Brochure	X	X	X	
Residential and Commercial Property Resource Guide	X	X	X	
Annual Inspection Notice- Vegetation Managment	X	-	-	
Illegal Fireworks Flyer	X	X	X	
False Alarm Billing appeal Form- Fire Alarm	X	-	-	
Key Box Purchase & Installation	X	-	-	
Evacuation Map Requirements	X	-	-	
Smoke Alarm/ Carbon Monoxide Alarm Giveaway Waiver	X	-	-	
Office Fire Safety	X	X	-	
Kitchen Fire Prevention	X	X		
Wildfires	X	X	-	
Emergency Help for Seniors	X	X	-	
Fire Extinguisher	X	X	-	
Emergency Preparedness	X	X	-	
Working Smoke Alarms Save Lives	X	X	X	
Carbon Monoxide	X	X	-	
Fire Safety for Pre-School	X	X		
Fire Safety for Seniors	X	X	X	Viet
911 Register Form	X	X	X	X
Your Family Disaster Plan	X	X		
Emergency Procedures - Fire (Senior Residential Building)	X	X	X	X

New or Updated Document Identified for Translation (To be Translated)	
Annual Vegetation Inspection Notice (this form is being updated)	
Fire False Alarm Appeal Form	
Key Box Purchase & Installation	
Evacuation Map Requirements	
Smoke / Carbon Monoxide Giveaway Waiver (this form is being updated)	

City of Oakland Vital Document Inventory Checklist

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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: EMERGENCY MANAGEMENT SERVICES ^{DIVISION} Date: 11/6/15
 Person Completing Checklist: DENA GUNNING Title: EMERGENCY PLANNING COORDINATOR
 Reviewed by Department Director (Sign & Date): [Signature] 11/13/15

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: _____

CORE Documents Inventory

11/6/15

Document Name	English	Spanish	Chinese
Citywide Exercise Flyer	X		
Class Completion Record	X	X	X
Class Registration	X	X	X
CORE I Manual	X	X	X
CORE I Participant Evaluation	X	X	X
CORE I Recruiter Flyer	X		
CORE II Manual	X	X	X
CORE II Participant Evaluation	X	X	X
CORE II Recruiter Flyer	X		
CORE III A Manual	X		
CORE III B Manual	X		
CORE III C Manual	X		
CORE III Recruiter flyer	X		
Disaster Plan Worksheet	X	X	X
Disaster Supplies Calendar	X		
Emergency Supply List	X		
Family Disaster Supplies	X		
Join CORE Request CORE Class	X		
Public Class Schedule	X		
Spanish CORE		X	
Volunteer Opportunity	X		
Welcome to the CORE Community	X		

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- Complaint forms.

Name of Department: OFD - Medical Services Date: January 19, 2016

Person Completing Checklist: Sylvia Dillard Title: Admin. Assist. II

Reviewed by Department Director (Sign & Date): 

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: Oakland Fire/Medical Services Division

City of Oakland Vital Document Inventory Checklist

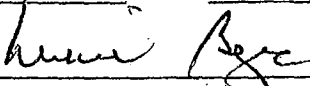
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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Housing and Community Development (HCD) Date: November 5, 2015

Person Completing Checklist: Ellen L. Dillard Title: ELDE

Reviewed by Department Director (Sign & Date): 

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

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Dept: Housing and Community Development

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese
Foreclosure Brochure	X	X	X
Income Limits & Partners (Insert)	X	X	X
Short Letter to Accompany the Foreclosure Brochures when mailed	X	X	X
Informational Brochures	X	X	X
Just Cause Information	X	X	X
Just Cause Ordinance	X	X	X
Notice to Tenants	X	X	X
Outreach Postcard	X	X	X
Rent Adjustment Ordinance Brochure	X	X	X
Homeownership Loan Program Brochure	X	X	X
Housing Assistance Center Flyer/Brochure	X	X	X
Housing Services Outreach Brochure	X	X	X
Housing Community Assessment Survey	X	X	X
Oakland Rent Control Insert Cards	X	X	X
Oakland AI Survey	X	X	X
(HDS) Mortgage Assistance Program (MAP) Brochure	X	X	X
Rent Control Brochure	X	X	X
Rent Adjustment Program Information Flyer	X	X	X
(CDBG) Analysis of Impediments to Fair Housing	X	X	X
(CDBG) CAPER	X	X	X
(CDBG) Con Plan	X	X	X
(CDBG) Legal Newspaper Notices	X	X	X
Residential Lending & Rehabilitation Services Brochure	X	X	X
Residential Lending Application Form	X		
Rehabilitation Services Application Form	X		
Procedural Justice Training Notice	X	X	X
Newspaper Notices	X	X	X

New or Updated Document Identified for Translation (To be Translated)	
Notice to Tenants (TPO)	
Tenant Protection Flyer	
Notice to Tenants (RAP Notice)	
Oakland Tenant Protection Ordinance (Filing a Claim of Harrassment)	

City of Oakland Vital Document Inventory Checklist

The purpose of this check list is to provide a tool for City departments to review its inventory of materials (& translated versions) available to the public. The Equal Access to Services Ordinance (Oakland City Ordinance No. 12324 CMS and Section 2.30 of the Oakland Municipal Code, "EAO") was enacted for the purpose of providing equal access to City services to all Oakland residents, including those with limited proficiency in English. Administrative Instruction 145 provided guidelines on implementation and enforcement. It specifies that all vital documents provided to or made available to the public shall be translated into EAO designated languages.

Examples of vital documents:

- Written materials disseminated to the public such as brochures, and outreach materials;
- Applications or forms to participate in program or activity, or to receive its benefits or services;
- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Human Resources Management (HRM)

Date: 11-01-2015

Person Completing Checklist: May Tam

Title: Program Analyst III

Reviewed by Department Director/ Designee (Sign & Date):

May Tam 11-1-2015

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS *(to be completed by the public)*

Total # in English = Total # in Spanish = Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English = Total # in Spanish = Total # in Chinese =

COMPLAINT FORMS

Total # in English = Total # in Spanish = Total # in Chinese =

OTHER MATERIALS *(special event flyer, resource guide, PowerPoint, newsletter...etc)*

Total # in English = Total # in Spanish = Total # in Chinese =

What do I do after I have completed this check list?

1. Route or Email a scanned copy to mtam@oaklandnet.com (150 FOP, HRM / EAO) by **November 13, 2015**.
2. Please gather a hard copy of each of the documents included in the above count.
3. Equal Access Office staff will contact you to arrange a Compliance Meeting and review all your available documents.

For departments with multiple bureaus, you may use multiple checklists for multiple bureaus/ units.

Dept: HRM

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

VITAL DOCUMENTS	English	Spanish	Chinese
Equal Access Ordinance	YES	YES	YES
Equal Access Complaint Form	YES	YES	YES
Equal Access Language Survey Form	YES	YES	YES
Language Guide	YES	YES	YES
City Directory Brochure	YES	YES	YES
Language Assistance Service Poster	YES	YES	YES
Interpretation Equipment Requirements	YES	YES	YES
Interpretation Equipment Poster	YES	YES	YES
Interpretation Equipment Signage and Form	YES	YES	YES
Summer Jobs Flyer	YES	YES	YES

Dept: HRM

City of Oakland Vital Document Inventory Checklist

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- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Human Services Date: 2/2/16

Person Completing Checklist: Dana Perez Title: ASST. to the Director

Reviewed by Department Director (Sign & Date): *Adam Bell*

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS (to be completed by the public)

Total # in English = Total # in Spanish = Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English = Total # in Spanish = Total # in Chinese =

COMPLAINT FORMS

Total # in English = Total # in Spanish = Total # in Chinese =

OTHER MATERIALS (special event flyer, resource guide, PowerPoint, newsletter...etc)

Total # in English = Total # in Spanish = Total # in Chinese =

Total # 53 35 33

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Dept: Human Services

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese
ASSETS Program Brochures	X	X	X
Program Application	X	X	X
Informational Flyer-What you must know about ASSETS	X	X	X
Informational Flyer-What you must know about ASSETS Waiting List	X	X	X
Intake Interview Document Checklist	X	X	X
Annual Participant Meeting Flyer	X	X	X
Homeless Self Attest Form	X	X	X
Severely Limited Employment Prospects Self Attest Form	X	X	X
Limited English Proficiency Self Attest Form	X	X	X
SCSEP New Participant Handbook	X	X	X
Grievance Procedure	X	X	X
Oakland Unite brochure	X	X	X
MSSP (Multipurpose Senior Services Program) Brochure	X	X	X
MSSP Fact Sheet	X	X	X
Alameda County Oakland Community Action Partnership Brochure	X	X	X
Hunger Program Brochure	X	X	X
Homeless Program Brochure	X	X	X
Head Start Brochure	X	X	X
Early Head Start Brochure	X	X	X
Senior Companion/Foster Grandparent Program Brochure	X	X	X
Oakland Paratransit for the Elderly and Disabled Program Brochure	X	X	X
Senior Centers Brochure	X	X	X
Oakland Fund for Children and Youth Program Brochure	X	X	X
Summer Food Service Program Brochure	X	X	X
Head Start Parent Handbook	X	X	X
CAP Fact Sheet	X	X	X
AC-OCAP By-Laws	X	X	X
CAP Board member Guidelines for Alameda County	X	X	X
CAP Board member Application for Alameda County	X	X	X
CAP Board member Guidelines for CDBG Oakland Districts	X	X	X
CAP Board member Application for CDBG Oakland Districts	X	X	X
Help Feed Kids this Summer document	X	X	
Summer Food Service Program Site Eligibility Guidelines	X		
OFCY 2015/2016 Program Guide Pamphlet	X		
Oakland Youth Commission Brochure	X	X	
Early Head Start Application Status Letter	X	X	X
Early Head Start Enrollment Application	X	X	X
Senior Companion Program Volunteer Applications (Intake-Form)	X		
SCP Volunteer Specific Guidelines/Procedures	X		
Updated Senior Companion Program (SCP) Care Plans	X		
Early Head Start (EHS) Emergency Card	X		
EHS Family Needs Assessment	X		

Dept: Human Services

EHS Admission Policy and Agreement	X		
EHS Attendance Policy	X		
EHS Photo/Video Release	X		
EHS Code of Conduct	X		
EHS Family Partnership Strength Based Check List	X		
EHS Agency Transition Plan	X		
Oakland Unite one-pager	X		
Oakland Unite infocard/postcard	X		
client consent forms	X		
case management intake forms	X		

Dept: Human Services

City of Oakland Vital Document Inventory Checklist

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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Office of the Mayor Date: 1/14/2016

Person Completing Checklist: Shereda Nosakhare Title: Deputy Chief of Staff

Reviewed by Department Director (Sign & Date): _____

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS *(to be completed by the public)*

Total # in English = Total # in Spanish = Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English = Total # in Spanish = Total # in Chinese =

COMPLAINT FORMS

Total # in English = Total # in Spanish = Total # in Chinese =

OTHER MATERIALS *(special event flyer, resource guide, PowerPoint, newsletter...etc)*

Total # in English = Total # in Spanish = Total # in Chinese =

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2. Please gather a hard copy of each of the documents included in the above count.
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For departments with multiple bureaus, you may use multiple checklists for multiple bureaus/ units.

City of Oakland Vital Document Inventory Checklist

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Examples of vital documents

- Written materials disseminated to the public such as brochures, and outreach materials,
- Applications or forms to participate in program or activity, or to receive its benefits or services,
- Written notices of fines or rights, including rights to appeal,
- Materials explaining a Department's services or programs,
- Complaint forms

Name of Department City Attorney's Office Date November 12, 2015

Person Completing Checklist Mark Forte Title Admin Analyst

Reviewed by Department Director (Sign & Date)  11/12/15

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS (to be completed by the public)

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WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English = Total # in Spanish = Total # in Chinese =

COMPLAINT FORMS

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OTHER MATERIALS (special event flyer, resource guide, PowerPoint, newsletter etc)

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Dept: City Attorney's Office

City of Oakland Vital Document Inventory Checklist

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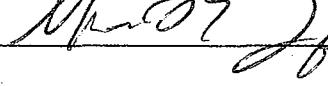
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- Applications or forms to participate in program or activity, or to receive its benefits or services;
- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

RECEIVED
 HUMAN RESOURCES
 DEPT. OF
 MANAGEMENT
 Dec - 7 AM 9:49

Name of Department: Library Date: 12/4/2015

Person Completing Checklist: Crystal Ramie-Adams Title: Management Assistant

Reviewed by Department Director (Sign & Date):  for Henry Gonzalez 12/3/15

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS *(to be completed by the public)*

Total # in English = Total # in Spanish = Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English = Total # in Spanish = Total # in Chinese =

COMPLAINT FORMS

Total # in English = Total # in Spanish = Total # in Chinese =

OTHER MATERIALS *(special event flyer, resource guide, PowerPoint, newsletter...etc)*

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Dept: Library

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese
Sample: Wonderful Program Eligibility Guideline	X	X	X
Comment Forms	X	X	X
Guidelines for Library Behavior	X	X	X
Library Card Registration Form	X	X	X
Library Services/Extended Library Services to Disabled	X	X	X
Web Pages (Spanish and Chinese links at top of page: http://oaklandlibrary.org/)	X	X	X
Welcome to Oakland Public Library Brochure (fines & fees, hours)	X	X	X
Library Card Registration Form for Children	X	X	X
Library Card Registration Form for Teens	X	X	X

New or Updated Document Identified for Translation (To be Translated)	
Internet Policy	
Library Privacy Statement	
Meeting Room Policy	
Wireless Internet Policy	
Author Submission Policy	
Gift Policy	

City of Oakland Vital Document Inventory Checklist

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- Applications or forms to participate in program or activity, or to receive its benefits or services;
- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Oakland Parks & Recreation

Date: Jan. 14, 2016

Person Completing Checklist: Dana Riley

Title: Assistant to the Director

Reviewed by Department Director (Sign & Date): _____

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English =

Total # in Spanish =

Total # in Chinese =

APPLICATION FORMS/ FORMS (to be completed by the public)

Total # in English =

Total # in Spanish =

Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English =

Total # in Spanish =

Total # in Chinese =

COMPLAINT FORMS

Total # in English =

Total # in Spanish =

Total # in Chinese =

OTHER MATERIALS (special event flyer, resource guide, PowerPoint, newsletter...etc)

Total # in English =

Total # in Spanish =

Total # in Chinese =

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Dept: Oakland Parks and Recreation

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese
Brochure / Program Descriptions / Outreach Materials			
Parks & Recreation Program Guide	X	X	X
Great American Backyard Campout	X	X	X
Franklin Rec. Youth & Tot Soccer (Vietnamese)	X	X	X
Franklin Rec. Afterschool Program (Vietnamese)	X	X	X
Programs without Borders Program	X	X	X
Surf Sister Saturday	X	X	X
Studio One Spring/ Summer Program Guide	X	X	X
Youth Sailing Camp	X	X	X
Dragonboat Paddling	X	X	X
Whaleboat Rowing	X	X	X
Adult Sailing Classes	X	X	X
Rowing & Paddling Programs	X	X	X
Discovery Center – Science In The Hood	X	X	
Rec. Site Special Event announcements (translated by other than Equal Access)	X	X	X
Dunsmuir-Hellman Brochure	X	X	X
Part-Time Recruitment Employment Announcement	X	X	X
Carmen Flores Fitness Program Flyer	X	X	
Carmen Flores Aztec Rhythm Program Flyer	X	X	
Carmen Flores Martial Arts Program Flyer	X	X	
Carmen Flores Afterschool Assistance Program Flyer	X	X	
Application Forms / Forms			
Activity Registration	X	X	X
Sport Field Application	X	X	
Rental Reservation Application	X	X	X
Rental Reservation Procedure	X	X	X
Complaint Forms			
Language Access Complaint Form	X	X	X
Other Material			
OPR Focus Group Meeting Invite & Schedule	X	X	X
Redwood Heights Rental Information	X	X	X
Dads and Jazz event promotion	X	X	X
An Intimate Evening event promotion	X	X	X
City Voice Park Use Survey	X	X	X
Various Notices: Holiday Closure, Bathroom Closure, Power Outage, Wet Paint etc. (Translated by other than Equal Access.)	X	X	X

New or Updated Document Identified for Translation (To be Translated)	
Volunteer Application	
Financial Assistance Application	
Pool Rental Application	
Lap Swim Ticket Request Form	

City of Oakland Vital Document Inventory Checklist

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- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Oakland Public Works Date: January 21, 2016

Person Completing Checklist: Sharon Hall Title: Administrative Assistant II

Reviewed by Department Director (Sign & Date):  1/21/16

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS *(to be completed by the public)*

Total # in English = Total # in Spanish = Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

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COMPLAINT FORMS

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Dept: Oakland Public Works Dept.

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese
Sample: Wonderful Program Eligibility Guideline	X	X	X
ADA Program Brochure	X	X	X
Adopt-a-Spot Request & Agreement **	X	X	X
Earth Day Flyer *	X	X	X
Greenware Ordinance Flyer *	X	X	X
Guide for Oakland Food Vendors *	X	X	X
Recycling Program Guide *	X	X	X
Report a Problem Information Card	X	X	X
Report a Problem Presentation * <small>(English version in online presentation format only)</small>	X	X	X
Residential Fat, Oil & Grease Postcard	X	X	X
Small Business Recycling	X		
Stop Illegal Dumping	X	X	X
Volunteer Opportunities	X	X	X
Volunteer Guidelines & Safety Sheet	X	X	X
Volunteer Waiver **	X	X	X
Volunteer Sign In Sheet	X	X	X
Volunteer Incident/Injury Report Form	X	X	X
Zero Waste SFD Service Brochure	X	X	X
Zero Waste MFD Service Brochure	X	X	X
Zero Waste 1-2-3 Composting Instruction Card	X	X	X

* Other Materials (special event flyer, resource guide, PowerPoint, newsletter...etc.)

**Application Forms

New or Updated Document Identified for Translation (To be Translated)	
Report a Problem Video <small>(to be translated in Spanish, Chinese & Vietnamese)</small>	


City of Oakland Vital Document Inventory Checklist

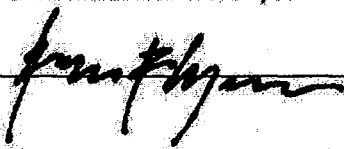
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- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Planning & Building Department Date: January 2016

Person Completing Checklist:  Melanie Cockerham Title: Administrative Analyst II

Reviewed by Department Director (Sign & Date): 

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English =

Total # in Spanish =

Total # in Chinese =

APPLICATION FORMS/ FORMS *(to be completed by the public)*

Total # in English =

Total # in Spanish =

Total # in Chinese =

WRITTEN NOTICES OF FINES OR RIGHTS

Total # in English =

Total # in Spanish =

Total # in Chinese =

COMPLAINT FORMS

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OTHER MATERIALS *(special event flyer, resource guide, PowerPoint, newsletter...etc)*

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Dept: Planning & Building

Please list your inventory of vital documents in the space provided. Put an "X" in the right column(s) to indicate language availability. You may attach additional page(s).

Document Name	English	Spanish	Chinese
Brochures/Pamphlets			
Landlord Relocation Responsibilities	X	X	X
Billing and Appeals	X		
Customer Survey	X		
Foreclosed and Defaulted Residential Registration Program	X		
Mold and Moisture (Landlord & Homeowners)	X	X	
Mold and Moisture (Tenant)	X	X	
Keep Oakland Clean Beautiful and Green (Blight)	X	X	X
Certification of Occupancy	X	X	X
Stop Work	X	X	X
Undocumented Dwelling	X	X	
Smoke Detector and Carbon Monoxide Installation	X	X	X
Minimum Residential Maintenance Standards	X		
Bicycle Program Newsletters	X	X	X
City-Racks Bike Rack Request Form	X	X	X
Blight Abatement Brochure	X	X	X
Dogs in Oakland	X	X	X
Keep Oakland Beautiful, Clean and Green	X	X	X
Home Occupation	X	X	X
How to Reach Us	X	X	X
MJ Residential Additions and Alterations	X	X	X
Plot Plan	X	X	X
Services and Permits	X	X	X
Single Family Dwellings	X	X	X
What is a Variance	X	X	X
How to Contact Us	X	X	X
Important Additions and Alterations for Residents	X	X	X
Site Plans	X	X	X
Smoke Alarm Brochure	X	X	X

New or Updated Document Identified for Translation (To be Translated)	

Dept: _____

City of Oakland Vital Document Inventory Checklist

RECEIVED
DEPT. OF HUMAN RESOURCES
MANAGEMENT

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- Written notices of fines or rights, including rights to appeal;
- Materials explaining a Department's services or programs;
- Complaint forms.

Name of Department: Oakland Police Department Date: 11-13-15
 Person Completing Checklist: Amy Belland-Smith Title: AA II
 Reviewed by Department Director (Sign & Date): [Signature] 1 Feb 16

BROCHURES/ PROGRAM DESCRIPTIONS/ OUTREACH MATERIALS

Total # in English = Total # in Spanish = Total # in Chinese =

APPLICATION FORMS/ FORMS (to be completed by the public)

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COMPLAINT FORMS

Total # in English = Total # in Spanish = Total # in Chinese =

OTHER MATERIALS (special event flyer, resource guide, PowerPoint, newsletter...etc)

Total # in English = Total # in Spanish = Total # in Chinese =

What do I do after I have completed this check list?

1. Route or Email a scanned copy to mtam@oaklandnet.com (150 FOP, HRM / EAO) by **November 13, 2015**.
2. Please gather a hard copy of each of the documents included in the above count.
3. Equal Access Office staff will contact you to arrange a Compliance Meeting and review all your available documents.

For departments with multiple bureaus, you may use multiple checklists for multiple bureaus/ units.

Dept: [Signature]

TABLE 4: VITAL DOCUMENTS	English	Chinese	Spanish
(TF-862-2) Citizen Crime Report	YES	NO	NO
(TF-2096) Notification to Serve Crime Victim	YES	YES	YES
(TF-3053) Business Information Record Card	YES	NO	NO
(TF-3098) Filing a Complaint	YES	YES	YES
Burglar Alarm Permit Application	YES	NO	NO
(TF-3168) Identity Theft	YES	NO	NO
(TF-3202) Tow Resource Guide	YES	YES	YES
(TF-869) Resource Card for Vic. Of Violent Crimes	YES	YES	YES
(TF-2093) Vehicle Release Fee (stored vehicles)	YES	NO	NO
(TF-748) Vehicle Release Form	YES	NO	NO
(TF-2072) Affidavit for Release of Vehicle	YES	NO	NO
Tow/Impound Hearings Guide	YES	NO	NO
Mental Health Resource Card	YES	NO	NO
Courtesy Warning for Parked Car	YES	YES	YES
Safety Tips – Avoid Being A Robbery Victim	YES	YES	YES
ATM Safety Sips	YES	YES	YES
Holiday Safety Tips	YES	YES	YES
Safety Brochure	YES	YES	YES
Public Records Request Form	YES	NO	NO
Peddler/Solicitor Certificate Information Packet	YES	NO	NO
Petition to Seal & Destroy Arrest Records	YES	NO	NO
Steps to Request Juvenile Records	YES	NO	NO
Sexual Assault Resource Card – Marsy’s Card	YES	YES	YES
Youth and Family Services Resource Brochure	YES	NO	NO
Child Abduction Law Enforcement Packet	YES	NO	NO

ATTACHMENT B

**Website Accessibility Research
Submitted by Online Engagement Team**

ATTACHMENT B

Multilingual Web Strategies

Submitted by Citywide Communications Team

Multilingual Web Strategies (Attachment B)

Report submitted by: Karen Boyd & Mai-Ling Garcia, City Administrator's Office
March 22, 2016

Rapid translation of online content remains a challenge for the bulk of the private and public sectors. Current web redesign efforts are reviewing several strategies to better serve the non-English speaking community. The City Administrator's Office Citywide Communications Team is leading the 'Digital Front Door Project.' The project aims to prioritize digital service delivery to better meet the needs of the public and re-envision our approach to our City's website. The team is working to ensure that service delivery more equitable by ensuring that services are mobile friendly, easy-to-read, in multiple languages and meet accessibility standards. The 'Digital Front Door Project' includes several technical and strategic improvements that will enhance our ability to better serve non-English speaking communities. These improvements include:

- **Simpler content.** The project is working on developing content that is at 5th to 8th grade reading level and minimizes complex jargon. The result is less text that is easier to find, understand and translate.
- **Services focused information architecture.** The information architecture of the website is being modified to better present City services. This is a departure from the current architecture that is largely organized and developed by City departments. The result is the ability to better prioritize and categorize information on the site for translation.
- **Improved Content Management System (CMS).** The Digital Front Door team is working to identify an improved CMS that can better accommodate the development of parallel pages in Spanish and Chinese.

Depending on the tactic chosen, there are several modern technologies that can support rapid translation. Platforms such as [Gengo](#), [Lionsbridge](#) and [Transperfect](#) offer services that can accept content via their website or API (i.e. application programming interface) to automatically disseminate content to certified translators around the world. These tools are widely used by global tech companies to expedite the translation process.

There are several possible tactics in approaching online translation that include free translation services, prioritizing content for translation and leveraging developing technologies to aide in the translation process. This attachment will explore different approaches to translation on the new City website.

Strategy 1: Google Translate

Google Translate is a free, off-the-shelf toolbar provided by Google that allows algorithmic (non-human) and real-time translation of content on the page into a variety of different languages. Quality of translation depends on the complexity of the language on the page. This is the most frequently online translation method by both the private and public sectors.

Simpler content will enhance the efficacy of Google Translate, however, the overall quality of the translation tends to be inconsistent and poor. The Citywide Communications Team does not recommend this approach moving forward.

Pros: Low Time or Cost Investment. Immediate translation of all content. Support for a wide variety of languages.	Cons: Poor and often inaccurate translation quality.
--	---

Strategy 2: Dedicated Non-English Pages with Critical Information

Provide a small number of highly editorialized pages that focuses on the most important information for different language groups. For example, provide a single page in Spanish that focuses on the most important services and information for the Spanish speaking community. **The Citywide Communications Team does not recommend this approach moving forward based on our desire to offer more equitable communications to the Oakland community.**

<p>Pros: Low time or Cost investment. Easy to update and spot errors because content is localized to a small subset of pages. Editorialized content means you can focus on what's most important.</p>	<p>Cons: Lots of information will not be available in other languages. Highly Limited utility.</p>
--	---

Strategy 3: Prioritized Page-by-Page Translation

Prioritize translation of specific content types on the Oakland website that are permanently useful and relatively static in nature, namely digital services and department contact pages. Based on the new information architecture, the City can easily prioritize access of digital services and contact information for translation. **The Citywide Communications Team recommends this approach.**

<p>Pros: Most important information is fully and accurately translated. Once the majority of prioritized content is translated, translation demands should drop off significantly.</p>	<p>Cons: Enforcing process of translation can be challenging with current resources. Not all information will be available in languages other than English.</p>
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Full Page-by-Page Translation

Translate all pages of all content types regardless of significance. Because content that is regularly added and whose importance drops off significantly with time, near real-time translation would be important, which would necessitate a more rigorous internal translation process. **The Communications Team is exploring costs associated with the most robust translation possible. Depending on the content developed, this may be a cost and resource prohibitive approach.**

<p>Pros: The most complete translation of web content possible.</p>	<p>Cons: Very expensive and time consuming. Enforcing this strategy may be unrealistic.</p>
--	--

Case Study: Online Parking Webpages

The CAO Communications Team has embarked on several revisions of the Oakland Parking pages in an attempt to better orient the website and its users to digital services. The goal has been simpler, service-oriented content.

Current City of Oakland Parking Pages

<http://www2.oaklandnet.com/Parking/>

Current Reading Level: College Graduate | Approximate Word Count: 4,920 | Estimated Read Time per Page: Nearly 20 minutes

Parking

Parking Matters

Use these links to jump to a particular parking topic on this page.

Hours & Rates	Types of Parking Meters	Parking Holidays	Downtown Parking Study
Smart Parking Meters	Pay a Parking Ticket	Street Sweeping	Curb Colors and What They Mean
City-Owned Garages & Lots	What to Do If Your Car Is Booted	Report a Broken Meter	Parking Fines
What to Do If Your Car Is Towed	Parking Obstruction Permits	Contest a Parking Ticket	Residential Parking Permits
Disabled Parking	Request a Refund for Overpayment	Create Account/Alert System	Request an Administrative Hearing

The City recognizes that a ready supply of on- and off-street parking allows residents, commuters and visitors to explore Oakland's commercial districts and encourages folks to live, work and play in our community. This page provides information and resources to help you with all your parking questions, including contact information for specific departments if you need additional assistance.

- When you feed your parking meter or pay a parking ticket, you're helping to support public safety, parks, libraries and other vital City services.
- **Be sure to obey** parking restrictions indicated by posted signs, curb colors or stickers on meters and kiosks. Sometimes the signs are grouped together on a single pole, other times signs are on individual poles.
- To guide the development and administration of parking-related programs, the Oakland City Council passed a resolution in support of **Parking Principles** October 2013. [Click here to view the resolution and accompanying staff reports.](#) A report on parking statistics can be found [here](#).
- You may **report illegally parked vehicles** to Parking Enforcement dispatch at (510) 238-3099.

News & Highlights


The current parking pages has been constrained by our current information architecture and existing practices to help navigate users to the correct page. The current parking page leverages the use of 'page anchors' or hyperlinks to navigate more directly to content on the web page. This can be often difficult to read, see, search and find. Additionally, the web page is optimized for use on a desktops and performs best when using Internet Explorer.

Future City of Oakland Parking Pages

Reading Level: Grade 7 | Approximate Word Count: 3,512

Estimated Read Time per Page: 1-2 minutes

This site is a work in progress. [Give Feedback](#) [Learn More](#) [Official Website](#)

 City of Oakland

How can we help?

[Home](#) > [Parking](#)

Parking

Includes parking tickets, permits, towed cars, and parking rules

[Pay or Contest Parking Tickets](#)


What to do if you receive a parking ticket and want to pay or contest it

[Apply for Parking Permits](#)

Popular Links

- [1. Pay a Parking Ticket](#)
- [2. Apply for a Residential Parking Permit](#)

This site is a work in progress. [Give Feedback](#) [Learn More](#) [Official Website](#)

 City of Oakland

How can we help?

Pay a Parking Ticket

Online	By Phone	Mail In or Pay in Person
Pay your ticket online	1 (800) 500-6484	Parking Citation Assistance Center 250 Frank H. Ogawa Plaza, Suite 6300 Oakland, CA 94612

You have 21 days after the date the ticket was written to make a payment. Please have your credit card on hand (Visa, Mastercard, Discover or American Express)

The planned parking pages are optimized for both mobile and desktop use with the intent to translate key web pages into Spanish and Chinese. Additionally, the site is optimized for use on commonly used web browsers such as Internet Explorer, Safari, Firefox and Google Chrome.

ATTACHMENT C

Follow Up Report

Submitted by the Business Assistance Center

**Oakland Business Assistance Center
Follow Up Information from the Equal Access Report for Fiscal Year 2014-2015**

• **Develop Goal and Plan for improving Access at the Business Assistance Center (BAC)**

A primary goal of the Business Assistance Center (BAC) is to improve and provide access and training to Limited English Speakers (LES) entrepreneurs and businesses. In January 2015 we added Chinese and Spanish business development workshops for the implementation of Measure FF, Oakland's new Minimum Wage Law that took effect March 2015. In May 2015, we introduced a series of multilingual business development workshops during the Small Business Administration's (SBA) National Small Business Week. Workshops were held in Chinese and Spanish simultaneously for the first time. Given the interest and attendance of non-English speakers, we plan to increase outreach and services for these groups by working with non-profit business service partners, ethnic chambers, and direct services in the BAC.

In addition, earlier this year the SBA introduced their Spanish language website that provides business development information, technical assistance and webinars for LES. The BAC provides flowcharts on how to start a specific business in Chinese and Spanish. Minimum Wage Posters, Regulations, Frequently Asked Questions (FAQ's), are all provided in Chinese and Spanish. Staff member Susana Villarreal provides Spanish Bilingual interpretation; referrals to further services, translation services for the monthly BAC Legal Clinic and one on one consultation services in Spanish.

The following charts illustrate BAC client services breakdown:

BAC Walk-In Clients to from January-November 2015:

African American	Asian	Latino
1,191	238	595

BAC Chinese and Spanish Workshops (January-December 2015):

	AC SBDC	Legal Clinic	Minimum Wage	OBDC
Chinese	4		2	2
Spanish	5	12	2	2
Total Workshops:	9	12	4	4

ACSBDC: Alameda County Small Business Development Center
 Legal Clinic: Lawyers for Civil Rights Committee & BAC Partnership
 Minimum Wage: Measure FF Implementation Workshops
 OBDC: Oakland Business Development Corporation Financing Workshops

Oakland Business Service Organizations (Oakland BSO):

The BAC partners with a network of providers called the Oakland Business Service Organizations (BSO) that are for the most part Oakland based organizations that help provide free training, technical assistance and business development services to Oakland entrepreneurs and businesses. The BSO organizations work in partnership with Economic Development Division, which includes the BAC, to provide services and referrals, and outreach. The Economic Development Division facilitates a minimum of two meetings per year for the BSO partners to meet and learn about the city's economic development initiatives and discuss small business issues. Many of the 65 member organizations provide bilingual business development services in various languages - Chinese and Spanish. In December 2015, the Economic Development Division sponsored a BSO meeting; 40 partner organizations attended.

Oakland Merchant Groups, Chambers of Commerce

We partner with the various Oakland ethnic chambers (Oakland Chinatown Chamber of Commerce; Hispanic Chamber of Commerce of Alameda County; Vietnamese Chamber of Commerce; and the African American Chamber of Commerce) as well as the Oakland Metropolitan Chamber of Commerce. In addition, Economic Development staff meets monthly with the Oakland Business Improvement Districts Managers Alliance, the network of Oakland's 11 business improvement districts.

The series of 2015 Minimum Wage workshops were coordinated with the Chambers to help provide outreach in their respective communities. Economic Development staff worked in conjunction with Contract Compliance staff to arrange for outreach materials in Chinese and Spanish. In addition, Economic Development Staff developed a Resource Guide for Employers in multiple languages.

International Blvd Energy Efficiency Project:

In late 2014 and early 2015, in partnership with Environmental Services Division of the Public Works Agency, StopWaste, PG&E, and other partners, Economic Development staff coordinated pilot outreach offering free energy efficiency services to approximately 400 businesses and institutions along International Blvd. The outreach effort included the mailing of bilingual materials (Spanish and Chinese), bilingual telephone contact and canvassing the commercial corridors by bilingual staff. The intent of this \$10,000 pilot project was to evaluate the interest of commercial corridor businesses primarily operated by limited English Speaking business owners to utilize energy efficiency tools. Approximately 60 businesses met with the Project staff.

KIVA ZIP Interest Free Loan Program:

Kiva Zip Loan Program is part of the nonprofit organization Kiva which enables financially excluded and socially impactful entrepreneurs to access 0% interest small business loans. Loans are crowdfunded through a borrower's network as well as Kiva Zip's 50,000 plus lenders, a community of potential customers, business advisors and brand ambassadors.

In 2013, the City of Oakland became the first city in the country to become a Kiva Zip trustee, which has infused the city's small business owners with necessary funds to grow, without using taxpayer money. To date, Kiva has given \$104,000 in interest-free loans to 15 Oakland small businesses endorsed by the City. The Business Assistance Center is responsible for spearheading the City of Oakland's outreach efforts to identify local small business enterprises that demonstrate a need for a Kiva Zip loan. These outreach efforts have manifested itself in a few different strategies including locating small businesses through our BSO Network, BAC clients and making dedicated efforts to inform current small business owners, particularly those in underserved neighborhoods. The City has also hosted Kiva lending events designed to bring together Kiva Businesses who are currently fundraising as well as using the events as a marketing tool to recruit new potential loan recipients. Economic Development staff is currently supporting the efforts of Mayor Schaaf to launch Kiva Oakland, which will offer a matching loan for Oakland business applicants. Staff is also working with Kiva and the Oakland Business Development Corporation (OBDC) to focus outreach on the BRT Corridor where a significant number of LES businesses are located as part of the BRT Business Sustainability Program.

AC Transit BRT Business Sustainability Program:

As part of the AC Transit BRT Project Conditions of Approval, the City and AC Transit are funding the implementation of a Business Sustainability Program, to target pre-construction technical assistance services to businesses located along International Blvd. In cooperation with the Housing & Community Development Department, who is managing the contract to provide technical assistance services and financing access through one-on-one business consulting and workshops. The OBDC Business Sustainability Team includes bilingual advisors in Spanish, Chinese, and Vietnamese and is responsible to arrange for other languages are needed. There are approximately 1000 businesses along the BRT route; OBDC has conducted 850 individual business contacts to date.

Next Steps for 2016:

- Actively plan and facilitate Measure FF Program Workshops in various languages (Chinese, Vietnamese and Spanish) with key partners.
- Facilitate monthly evening Legal Clinic at the BAC facility in partnership with the Lawyers for Civil Rights.
- Ensure that bilingual Business Assistance Center materials are available and accessible (BAC handouts, web access, KTOP advertising). Promote Spanish and Chinese business development Small Business Administration (SBA) webinars and materials.
- Seek stronger partnerships with key BSO Providers to promote city services and support to Limited English Speaking businesses and entrepreneurs. Key community partners include Anew America, Lao Family Center, Unity Council, EBALDC, and EBAYC and the ethnic chambers of commerce.
- Host educational events (Small Business Week), workshops and trainings and participate in the development of policies that impact LES businesses.

ATTACHMENT D

Follow Up Report

Submitted by the Oakland Fire Department

Oakland Fire Department
Follow Up Information from the Equal Access Report for Fiscal Year 2014-2015

1 Provide an analysis of how the Fire Department is complying with the Equal Access to Services Ordinance (EAO), especially around Fire Department Staffing.

In FY 2014-15, the Oakland Fire Department (OFD) had a total of 597.45 authorized positions of which 453 positions, almost 76%, were Public Contact Positions (PCP). The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP for Spanish speaking positions was 51. OFD had a total of 58 Spanish speaking employees, exceeding the goal. The goal for Chinese speaking positions was 25. OFD had a total of 14 Chinese speaking employees in PCP. Among all OFD employees, bilingual employees included 62 Spanish; 15 Chinese; 2 Italian, 2 Tagalog, 1 Cambodian, 1 German, 1 Korean, 1 Laotian, 1 Russian, and 1 Vietnamese.

Below is a chart showing the number of bilingual candidates speaking EAO threshold languages selected for recent Fire Academies:

	Class 1-14 3/24/14	Class 2-14 10/13/14	Class 1-15 7/20/15	Class 2-15 12/28/15	Total
Spanish Speaking	6	10	3	5	24
Chinese Speaking	3	3	0	0	6
Total Bilingual Trainees	9	13	3	5	30
<i>Total Trainees</i>	25	24	14	13	76

Fire Department compliance includes publishing a list of Bilingual PCP staff who speak the threshold languages; utilizing non-PCP staff that have the ability to translate and/or interpret languages other than English; utilizing over-the-phone interpretation services; placing Equal Access brochures at front counters; active recruitment and outreach efforts via Spanish and Chinese media such as newspapers and other advertising; and referral of service needs to the Equal Access unit when OFD does not have the capability to serve.

2. Please describe in detail your effort in outreach and recruitment of bilingual candidates for the Fire Department. Describe your means to ensure a pool of qualified bilingual applicants.

The 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 (Attachment 1-Fire Recruitment Committee Summary).

3. Please describe the current process and your effort in placing bilingual employees at Fire Houses.

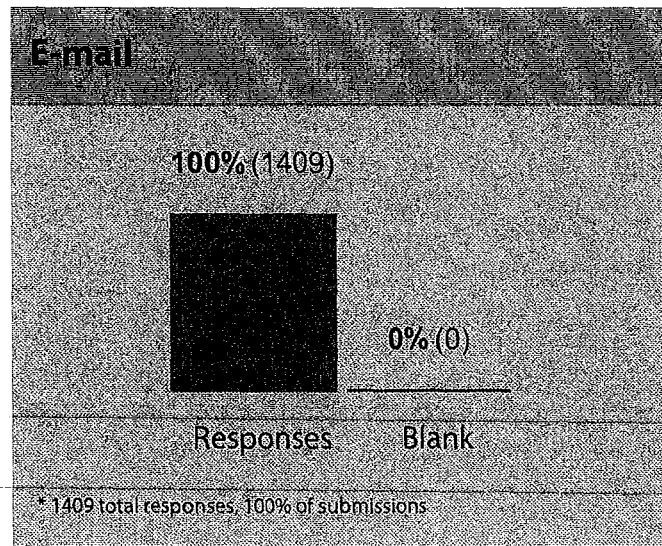
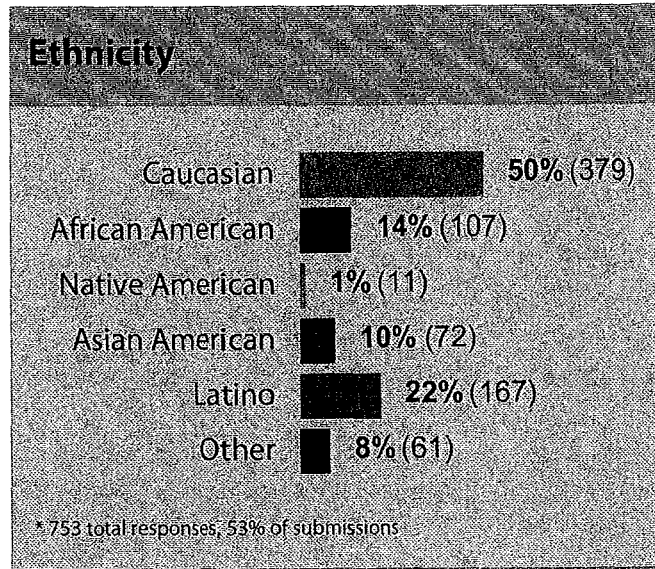
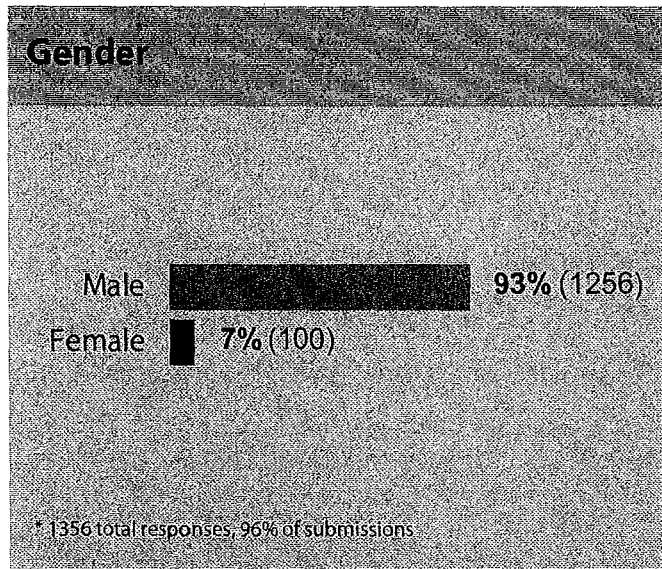
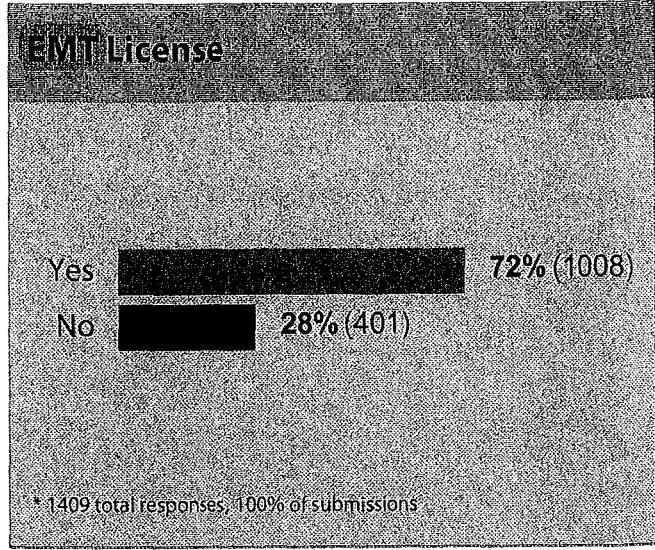
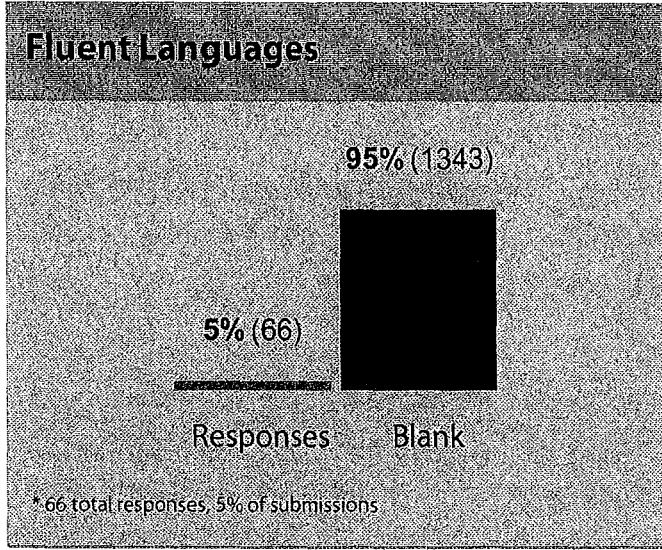
Fire Station vacancies are filled in accordance with the City / Local 55 Memorandum of Understanding (MOU), Article 4.6 - Transfer And Assignment. Members are afforded the opportunity to bid for whichever station assignment is vacant. All vacancies are filled through the electronic staffing system on the basis of seniority within rank, with the senior qualified bargaining unit member having preference. Members who have been identified and verified as bilingual are captured in Telestaff, the software program that is designed to manage sworn staffing levels. OFD has distributed a list of sworn and civilian staff who speak the Equal Access Ordinance threshold languages (Spanish and Chinese), and other languages.

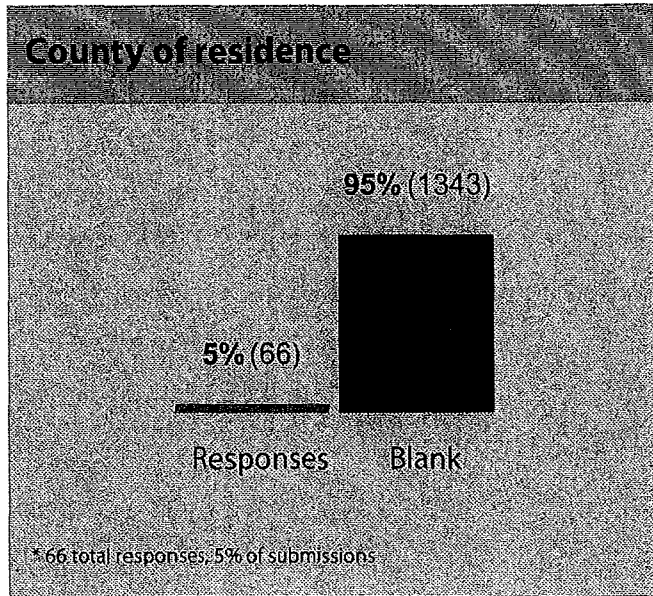
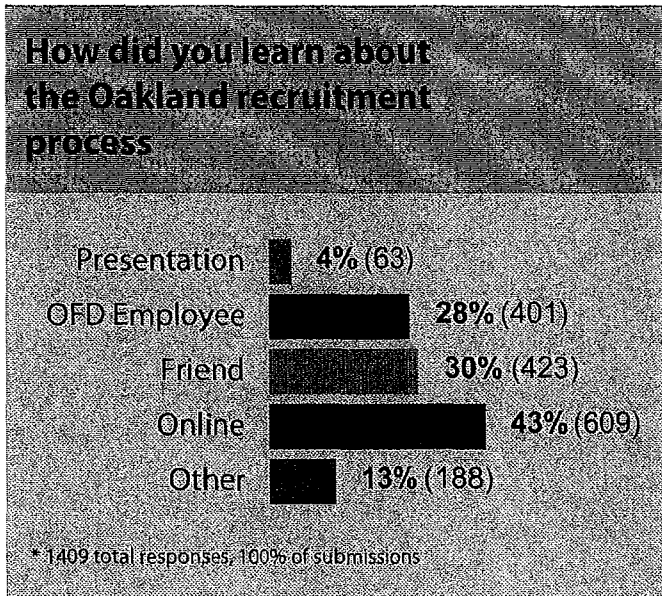
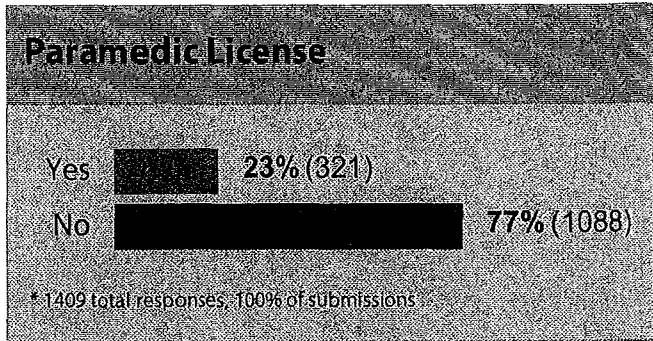
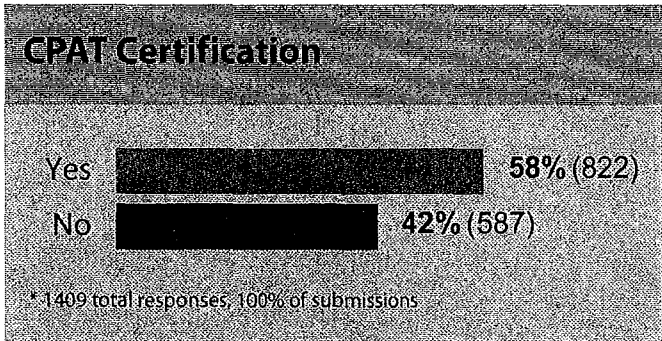
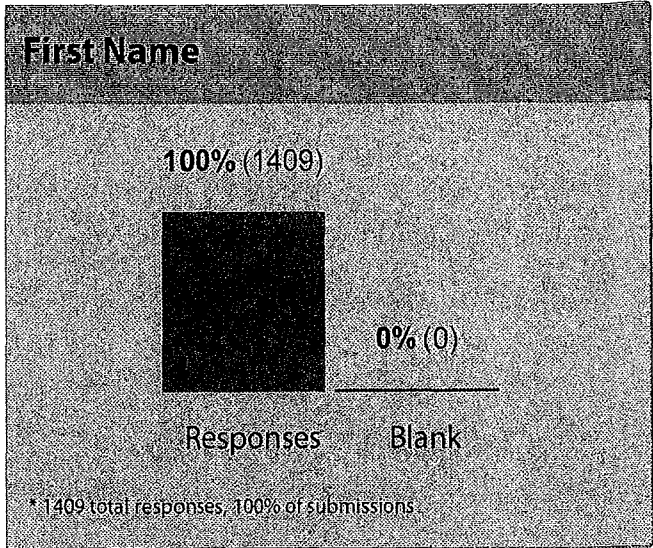
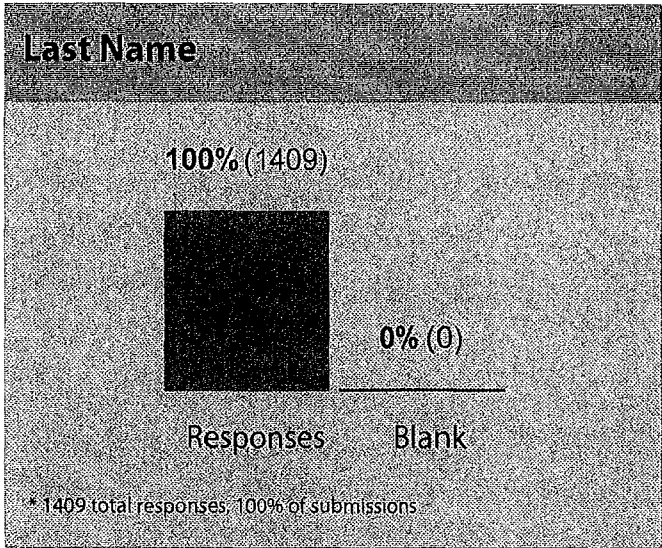
OFD Operations has no process in place or current effort underway that assigns or designates persons with bilingual skills and background to be assigned at specific Fire Stations. The MOU expires October 31, 2017 and prior to that date the department will discuss with Employee Relations alternatives to incentivize and permit such assignments.

4. Please provide a summary of the outreach and public education effort (CORE, Fire Safety Education, First Aid...etc.) conducted by the Fire Department in the last 12 months and a summary of upcoming plans for the next 6 months. Please describe efforts in providing materials and service to limited-English-speaking populations.

CORE (Communities of Oakland Respond to Emergencies) Training is provided in both English and Spanish. Attached is the summary of CORE Program outreach activities (Attachment 2-Fire CORE Outreach).

Fire Prevention Bureau (FPB) Training materials are provided in English, Spanish, Chinese and Vietnamese. Attached is the summary of FPB outreach activities (Attachment 3-Fire Public Education).





CORE Outreach and Public Education 2015

CORE 25th Anniversary Year
Highlights for 2015 include:

CORE Citywide Exercise – Saturday, April 25, 2015 48 Neighborhood groups and more than 500 individuals participated in the 2015 Citywide Exercise. It continues to be the focal point of the CORE training program allowing residents and their neighborhoods to practice the essential skills they have learned in the CORE program while welcoming and recruiting new neighbors to join them.

Over 55 individuals participated in the Neighborhood simulation drill held at the OFD Training Division where they practiced setting up and operating a Neighborhood Command Post, Disaster First Aid station, light search and rescue and communications skills.

CORE 25th Anniversary - CORE celebrated the 25th Anniversary of the Program. The celebration included a proclamation from Mayor Schaaf declaring April 25th CORE Day and was attended by CORE Neighborhood group leaders, Fire staff and councilmembers.

Advanced Workshop Series – This year over 180 participants attended CORE specialized workshops offered on a variety of topics including: Command Post Operations, Self-Care and Resiliency and Weather Ready.

Learn, Lead, Lift – The LLL Program conducted training this year in English and Spanish. The program enhancements included a train-the-trainer session for CORE instructors interested in teaching LLL classes.

CORE Advisory Task Force – Continues to be an integral part of the CORE program with a dedicated membership. This year we have two new members who have joined the group. This year's accomplishments include revising the CORE II PowerPoint and updating the CORE III curriculum.

Oaklandcore.com – The CORE webpage contains the CORE class schedule, workshop information, CORE curriculum and program history. The site is updated weekly and is promoted in the CORE tip of the week via govdelivery.

CORE Tip of the Week - The weekly tips are now posted automatically to the CORE Facebook page and the City's Twitter account. CORE class attendance is up significantly this year from posting upcoming CORE classes in the weekly tips announcements.

Events – CORE participated in numerous outreach events and opportunities this year. A few notable events include:

The Great CA ShakeOut ADA 25th Anniversary Emergency Preparedness Fair – Thursday, October 15, 2015. This free inclusive preparedness fair marked the 2015 Great CA ShakeOut and the 25th anniversary of the Americans with Disabilities Act. The event was the largest Drop-Cover-Hold On and Lock – Cover –Hold On earthquake drill in the state with approximately 500 people participating in the drill. Guest speakers included: Mayor Libby Schaaf, Oakland Fire Deputy Chief Darin White and Deputy Chief Mark Hoffmann, CA State OES Director Mark Ghilarducci, CA State OES Chief, Office of Access and Functional Needs Vance Taylor, FEMA Regional Administrator Bob Fenton and Disability Advocates. The Oakland City Council Proclaimed October 15th ShakeOut Day. Participants enjoyed emergency preparedness demonstrations, information and the chance to experience “The Big Shaker” the world’s largest mobile earthquake simulator. The event was well attended with over 1,000 attendees throughout the day.

Bay Area People Segments – The CORE Program Coordinator provided important emergency preparedness messaging that was featured on two Bay Area People segments this year. Earthquake Preparedness in October and El Nino in December.

CORE Class Attendance 2015

CORE Classes (English)	Attended
CORE I	1,090
CORE II	480
CORE III	214
Total	1,784
CORE Classes (Spanish)	
CORE I	*NTD
CORE II	
CORE III	
Total	
CORE Classes (Chinese)	
CORE I	62
CORE II	61
CORE III	
Total	123
Workshops	
Numbered Offered	13
Attendance	183
Total Attendance	2,090

*Note Spanish translation provided at CORE I trainings. Final numbers to be determined based on number of translations units provided.

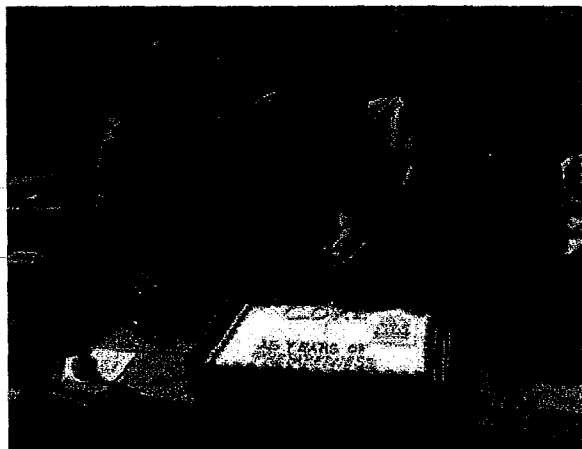
2015 CORE Events Photos



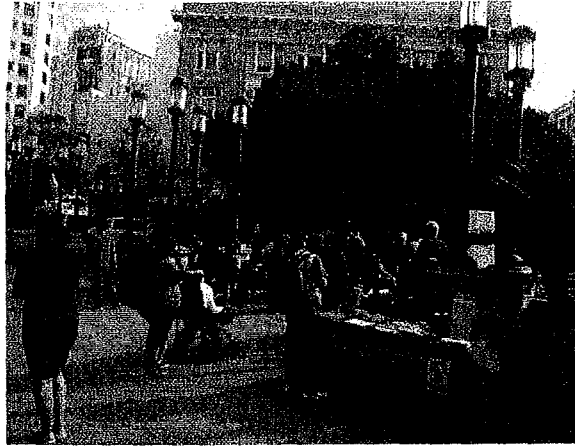
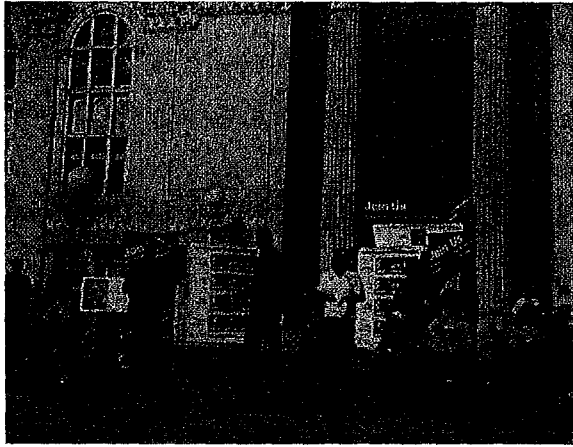
CORE Citywide Exercise
OFD Training Division
April 25, 2015



Mayor Schaaf declares April 25, 2015 CORE Day Photo
left to right: Deputy Chief Mark Hoffmann, Mayor Libby
Schaaf, Don Parker Retired Assistant Chief, Council
President Lynette Gibson McElheney, Deputy Chief
Darin White



CORE Celebrates 25 Years of Preparedness



Great CA ShakeOut ADA 25th Emergency Fair October 15, 2015



CORE III graduating class OFD Training Division November 2015

CORE Public Class Projections for 2016

<i>CORE Classes (English)</i>	<i>Estimated Number</i>
CORE I	16
CORE II	16
CORE III	3
<i>Total</i>	35
<i>CORE Classes (Spanish)</i>	
CORE I	2
CORE II	2
CORE III	
<i>Total</i>	4
<i>CORE Classes (Chinese)</i>	
CORE I	2
CORE II	2
CORE III	
<i>Total</i>	4
<i>Workshops English</i>	10
<i>Workshops Spanish</i>	1
<i>Workshops Chinese</i>	1
<i>Total</i>	12

Bi-lingual service efforts

In the next six months we plan on conducting the following:

- Weather Ready Workshops with Spanish and Chinese translation
- Spanish CORE I class utilizing new updated manuals
- Chinese CORE I class utilizing new updated manuals
- Providing preparedness materials in Spanish and Chinese at outreach events

In the next year we plan on the following:

- CORE II revisions translated in Spanish and Chinese
- Tip of the week posted via govdelivery and other social media channels in Spanish
- Recruiting more bi-lingual CORE volunteers and instructors

Respectfully submitted

December 21, 2015

Dena Gunning

Emergency Planning Coordinator

Oakland Fire Department

Emergency Management Services Division

dgunning@oaklandnet.com

Fire Prevention Bureau
Public Education/Inspection Program Outreach
(January – December 2015)

- Outreach materials for Senior & Disabled – 12 events (565 seniors/disabled)
 - Provides fire safety information/materials in the following languages
 - English
 - Spanish
 - Chinese
 - Korean
 - Vietnamese

- Outreach materials for the Community – 251 events (29,450 residents) that includes Health & Safety Fairs, Block Parties, National Night Out & Community Resource Fairs
 - Provides fire safety information to community in the following languages
 - English
 - Spanish
 - Chinese

- Fire Safety Information for Youth and Schools (140 events / 19,446 youth) that includes school visits, school station visits, Annual Fire Safety Day, and Fire Safety Training
 - Provides fire safety educational materials to students and youth in the following languages
 - English
 - Spanish

- Outreach to residential units to address Fire Life Safety and habitability issues
 - The Fire Prevention Bureau, Code Inspection Unit is focusing on providing public education and outreach at residential units. This proactive inspection program targets residents who occupy residential units of 6 units or more and 3 stories or less. The proactive inspection program started November 9, 2015 and will continue for one year. Following the first year, other areas of the city will be assessed and continued outreach will resume. Brochures were printed in the following languages
 - English
 - Spanish
 - Chinese
 - Vietnamese

ATTACHMENT E

Follow Up Report

Submitted by the Oakland Police Department

OAKLAND POLICE DEPARTMENT – FOLLOW UP REPORT ON RECRUITMENT EFFORTS FOR THE POLICE DISPATCHERS

Bilingual Employee Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE/PT	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
1220	1102	125.5	190	Yes	62	64	Yes

Analysis By Site							
				Spanish		Chinese	
Facilities	Address	Zip	PCP	Goal	Actual	Goal	Actual
Communications	7101 Edgewater Drive	94621	74	8	13	4	2

Police Communication Dispatchers Assessment

	Authorized	FTE	Spanish BPCP	Chinese BPCP	Other Language
Police Communication Dispatchers	67	62	8	3	1
Police Communication Operators	7	5	3		
PERCENTAGE			19.3%	5.3%	.6%

- 1. Provide a summary narrative assessment and analysis of how the Police Communication Unit is complying with the Equal Access to Services Ordinance (EAO).**

The Oakland Police Department has an authorized strength of 67 Police Communications Dispatchers (PCD) and 7 Police Communications Operators (PCO). The goal set by the EAO is 8 Spanish speakers and 4 Chinese speakers for PCOs and PCDs combined. The Department is currently complying with and has surpassed the goal set by employing 3 Spanish speaking individuals above the set goal. However, the Department is actively working to meet the goal set by EAO to employee 4 Chinese speakers.

- 2. Please describe in detail your effort in outreach, recruitment and hiring of bilingual candidates for the Police Dispatcher & Operator Unit. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.**

The Department works closely with the Equal Access Officer (EAO) and Human Resources Management (HRM) to ensure compliance with the goals set by EAO for PCD and PCO. Advertising in newspapers, radio stations, Chamber of Commerce, Asian Advisory Committee and local colleges is done in partnership with EAO and HRM. Also, specific to the Spanish

community, a flyer was translated in Spanish and distributed through- out the community and a job posting in the Oakland Post El Mundo was published. Increasing the Departments visibility and awareness within the Chinese and Spanish communities has been successful. As identified in the numbers above, since the first report, that was published in July 2015, the Department has hired an additional Chinese speaking individual bringing the Department closer to the EAO's goal of 4 Chinese speaking PCO and PCD.

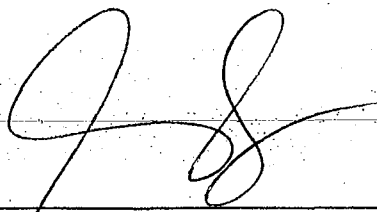
Hiring for FY 2014-2015

Classification	Positions	Spanish	Chinese
*Police Communications Dispatcher	2		
*Police Communications Operator	4	1	
Total			

*Public Contact Positions

3. Please describe your Department plan's for the next 12 months in an effort to ensure that sufficient bilingual employees will be hired to provide service to the public in the Dispatcher & Communication Unit. Please highlight any new proposals, initiatives or strategies.

The Department has shown success in the current recruitment and advertisement efforts to attract candidates to provide service to the Less than English Speaking (LES) citizens of Oakland.



Submitted by: _____
 Apryl Belland-Smith, Administrative Analyst II

ATTACHMENT F

Follow Up Assessment Survey



City of Oakland Equal Access to Services Qualitative Assessment

Hi, I work here for the City of Oakland. We are conducting a survey to learn about how we can improve our services. Can I ask you a few questions about your experience here today?

1. What brought you here today? (Seek a service? Make a payment? Submit a form?)

2. Upon arrival, did you find signage and instruction clear and easy to understand? If you could change one thing about our signage and instruction, what would that be?

3. Did you find the program brochures, flyers and notices in the lobby area & service counter useful and easy to understand? If your answer is no, please tell us why.

4. Were you able to get the service you needed? How can we improve our service?

5. What is your primary language (mother tongue)?
 English* Spanish Chinese/ Mandarin Chinese/ Cantonese
 Others, specify; _____

STOP here if the primary language is English.

6. Do you feel that the office you visited is making a good effort in serving limited English speaking clients? For example: Did you see bilingual materials or bilingual employees?

7. If you have come across bilingual materials or bilingual employees at this location, do you find them useful in helping you understand City services? If not, please tell us why.

8. If you can change one thing about the language accessibility at this location, what would that be?

9. How would you rate the services provided at this location?
 Excellent Good Fair Poor

10. If your answer is "Fair" or "Poor", can you tell us why you think this location warrant this rating? Does it have anything to do with the availability or lack of bilingual materials or bilingual employees?