

San Francisco Public Works Title VI Annual Work Plan

Fiscal Year 2025

The purpose of the annual work plan is to establish goals for the Title VI program, monitor progress and report on the program's accomplishments on an annual basis.

Accomplishments

- New Title VI landing page created for Title VI on internal staff website known as “The Hub.”
 - Details training requirements and guides staff on how to access translation/interpretation services.
- Onboarded new language access liaison.
 - Expanded the agency's approach to language access by partnering with LanguageLine.
 - Centralized and bolstered data collection methods for language access services.
- Translated the top 40 most accessed pages on public website into Spanish, Chinese, Filipino and Vietnamese.
- Updated posted Title VI materials in the City's Permit Center with most up-to-date information.
- Updated departmental Title VI and language access procedures to reflect most up-to-date policies and requirements.
- Held team-specific morning “huddles” for frontline staff to receive Title VI training.

Goals for FY 2026

- Retrain project managers and public information officers on data collection methods for Limited English Proficient clients at public meetings.
- Standardize the approach to tracking completion of the mandatory Title VI training.
- Post the Title VI Coordinator and Civil Rights Unit role titles and responsibilities on the Title VI page on The Hub for staff accessibility.
- Continue to expand the certified bilingual staff pool to efficiently tackle document translation and interpretation needs.