

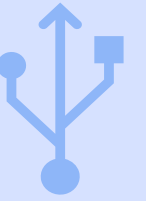
Language Access Updates: Language Service Technology Pilots

*Presentation to the San Francisco
Immigrant Rights Commission*
Office of Civic Engagement and Immigrant
Affairs (OCEIA)

Ana De Carolis, Language Access Manager | August 10, 2026



Language Service Technology Pilots

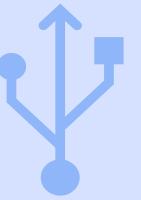


- OCEIA, in partnership with ADM's Project Management Office, plans to **test new translation and interpretation technologies** that could **augment the City's language access services**.
- **3-month pilot** tentatively scheduled for this fall/winter
- Mechanism: Use the **Emerging Technologies RFQ Pool**
- **Mini-RFP** for short-term pilot contracts will be issued to the pool later this month

*Find out more
about the RFQ:*



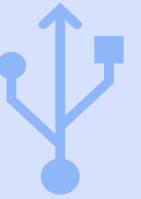
Pilot Goals and Approach



- **Primary goal:** Determine whether one or more tools can help OCEIA and City departments provide high-quality language access services at scale, increasing consistency, while preserving appropriate human review and public trust
- **What does success look like?**
 - Ideally: Select at least one high-performing vendor for a long-term contract.
 - **Long-term outcome:** Augment language service delivery so that San Francisco's LEP residents have greater access to City services and information.



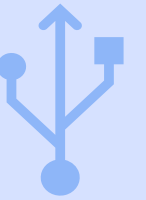
Guardrails



- The Emerging Technologies RFQ sets limits on how tools can be tested:
 - **Public information only.** No personally identifiable information (PII); no non-public interactions with residents.
 - Tools must be tested in an **isolated “sandbox”** – no live integrations with City systems.
- The language services pilot will use **structured rubrics and processes** to evaluate tool performance.



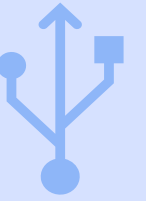
How will we test these tools?



- We plan to test technologies for:
 - Positive user and LEP experiences
 - High-quality outputs (against defined standards)
 - The ability for human validators to easily edit/correct outputs
 - Increased capacity for high-volume service needs
- Community grantees may provide feedback on quality and cultural appropriateness



Stakeholder Engagement



Stakeholder engagement is an integral part of OCEIA's commitment to strengthening Citywide language service provision

- Community grantee and department surveys
 - 9 community partners have expressed interest in providing feedback
 - 12 departments shared input to help identify potential pilot use cases, appropriate testing environments, and staff who may be interested in participating
- Ongoing project updates at IRC meetings



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