

Language Access Updates: Citywide Vietnamese Certification and Implementation

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

Ana De Carolis, Language Access Manager | May 11, 2026





About OCEIA

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is a policy, compliance, direct services and grantmaking City department.

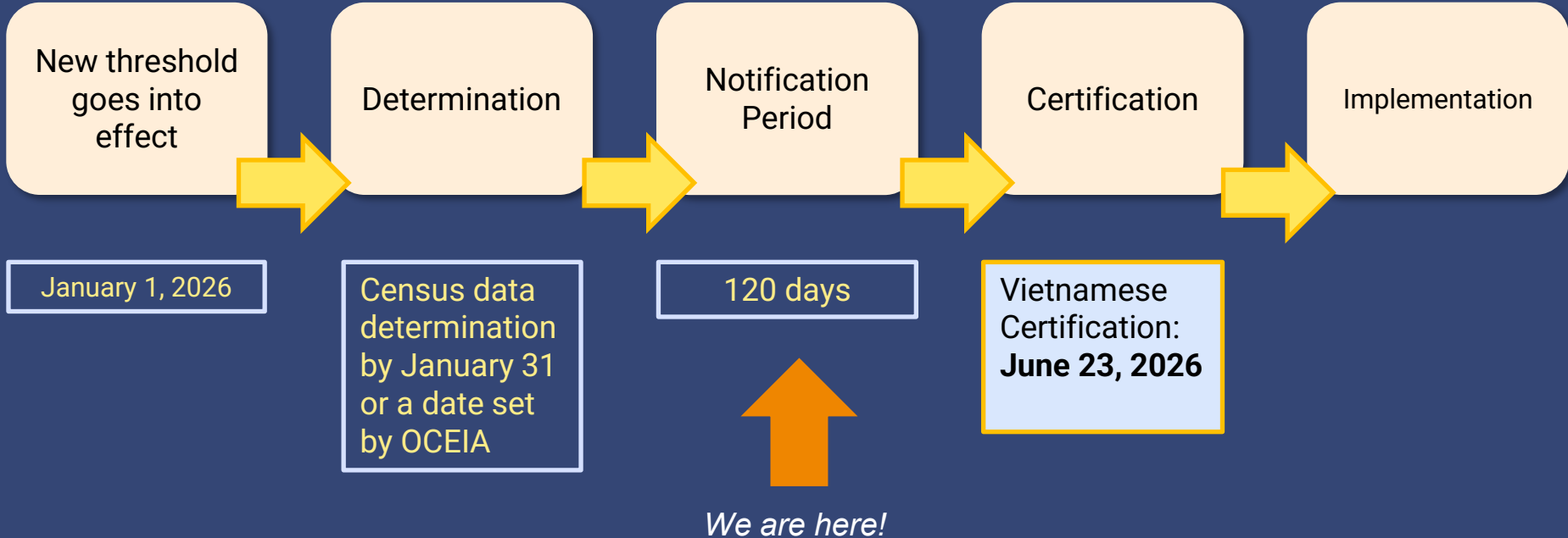
OCEIA's mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic and linguistic integration.

Vietnamese as a City Required Language

Language Certification Process



LAO Language Certification Process



Stakeholder Engagement

To Date

- Since the LAO amendments
- 1-1 interviews with community leaders and local language access officials
- Community convening
- City Department convening

Vietnamese as a City Required Language

Timeline and Implementation



Proposed Vietnamese Implementation Plan

July 1, 2026

IMPLEMENTATION

July 1, 2027

Notification and guidelines to City Departments

Mandatory training for Department Liaisons (July-August)

1-2 Office Hours for Departments

Training on community interpretation

Compliance implementation of Vietnamese begins for public-facing City Departments

Full compliance implementation of Vietnamese Citywide

* Implementation will be phased in over 12 months. Resources and capacity will be needed for OCEIA and City departments to implement this plan. This is a draft plan, and the final implementation plan may differ.

What Does Implementation Look Like?

Proposed Guidelines for Phase 1: July 1 – December 31, 2026

- Identify and translate vital information into Vietnamese, giving priority to materials that affect benefits, eligibility, public safety, health, and critical services
- Attend mandatory training for Departments
- Review and make any relevant updates to departmental language access policy

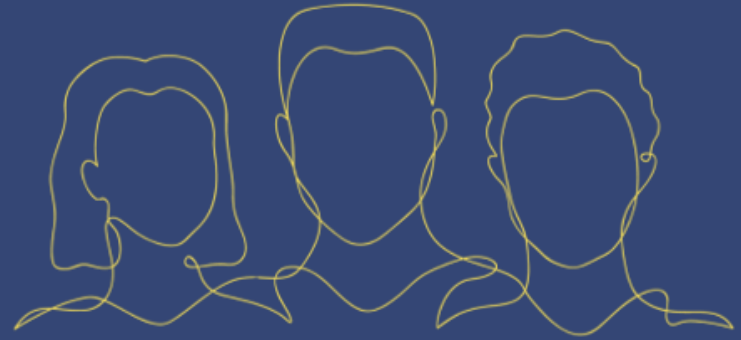
What Does Implementation Look Like? (Cont.)

Proposed Guidelines for Phase 2: January 1 - July 1, 2027

- Translate Department vital information, including certain signage and digital content
- Update recorded telephonic messages to add a Vietnamese menu/message option
- Post OCEIA's Language Access Know-Your-Rights brochure in public locations

Strengthening Language Access

A Vision for the Future



Stay connected with us

Additional Questions:

- Email language.access@sfgov.org
- Call OCEIA at 415-554-0600

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