

ANNUAL LIMITED ENGLISH PROFICIENCY (LEP) REPORT 2021

Safety with Respect

Kaligtasan na may respeto

Segurança com respeito

Mit respekt und Sicherheit

Seguridad con respeto

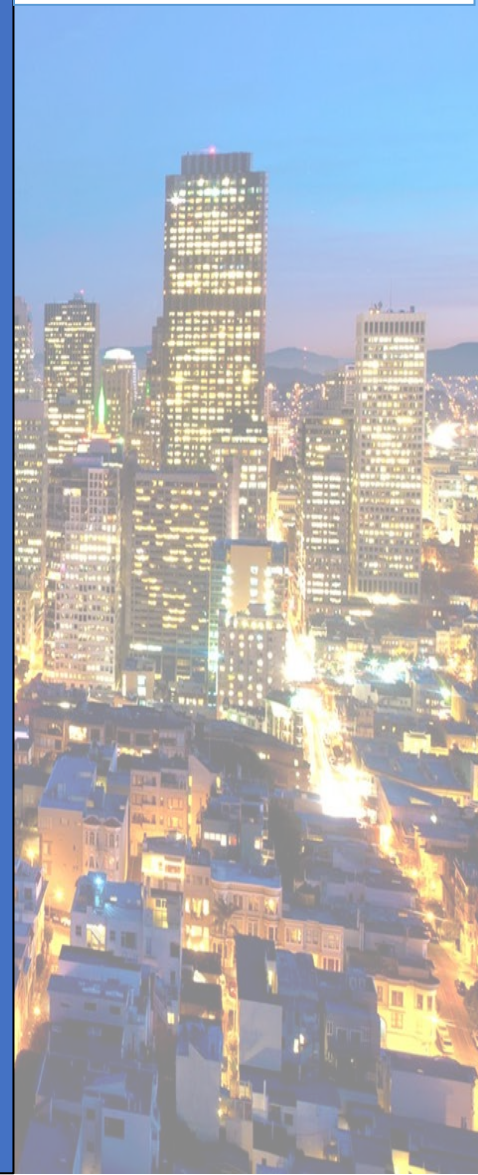
Sécurité avec respect

尊重与安全

Безопасность с уважением



S.F.P.D.





SFPD Limited English Proficiency Annual Report to the Police Commission 2021



SUBMITTED TO THE POLICE COMMISSION ON MAY 6, 2022

Pursuant to Department General Order 5.20 "Language Access Services for Limited English Proficient (LEP) Persons", Section III. O. 3, and Department General Order 5.23 "Interactions with Deaf and Hard of Hearing Individuals", the Department will provide the Police Commission, a yearly report with corresponding data.

1. Involving LEP & Deaf and Hard of Hearing Persons

Number of calls for service, contacts, and investigations where an incident report was required.	3,603
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2. Manner in which interpretation services were provided to all LEP, Deaf and Hard of Hearing individuals

In-person interpretation service (certified and uncertified bilingual sworn & non-sworn members)	3,075
Language Line Insight App/Interpretation service (vendor)	1,677
Total	4,752

3. Complaints concerning language access or any complaints involving interactions between SFPD officers and Deaf or hard of hearing individuals (provided by the Department of Police Accountability)

There were four (4) complaints relating to DGO 5.20 or DGO 5.23. There were no sustained LEP complaints during this reporting period.

DPA Case No.	Complaint Date	Language	Summary	DPA Status
00045674-21	02/02/2021	Portuguese	The complainant, a Portuguese speaker, was involved in a domestic dispute. The complainant indicates the officers failed to properly investigate and did not obtain an interpreter after learning of the complainant's LEP on scene (DGO 5.20).	Open / 5.20
00045784-21	02/22/2021	Deaf/Hard of Hearing	The complainant was parked on the side of the street waiting for food when an Officer wrote a citation and placed it on the windshield. The complainant was trying to write something down to communicate with the Officer, but the Officer walked away. DGO 5.23, Interactions with Deaf and Hard of Hearing Individuals.	Open / 2.01 5.23
00047275-21	07/13/2021	Arabic	The complainant, an Arabic speaker, was involved in a vehicle collision. When officers arrived, the complainant believed that they unfairly investigated the accident and wrote an inaccurate collision report.	Open / Pending 5.17 5.20 2.01
00047860-21	09/07/2021	Spanish	The complainant was physically assaulted by a man that was walked past him with a dog. The complainant indicated that he fought the suspect back in self-defense. When officers responded, the complainant felt that he was not being heard and requested to explain his side in Spanish, the officer replied that they understood only a little Spanish	Open / 2.01, 5.20

4. Department's resolution to language access complaints

The San Francisco Police Department is committed to just, transparent, unbiased, and responsive policing for the people we serve. We are highly sensitive and to the needs of the Limited English Proficiency (LEP) and deaf or hard of hearing communities. We are collaborating with city partners and community stakeholders to establish best practices on how to be the most effective and responsive when addressing the needs of these communities. The SFPD continues to develop training related to incidents where LEP or deaf or hard of hearing individuals were impacted, while official policy and procedures regarding the notification process of language access complaints from DPA to the SFPD Language Access Liaison are in the final stages of implementation.



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Significant LEP Updates

SFPD LEP 2021 Projects Completed:

- Explored higher standard of interpretation certification with DHR based on research of internal needs. As DHR agreed to this initiative, the Department is currently waiting for execution of DHR MOU with vendor.
- Continuously partnering with Community Liaison Unit to ensure LEP individuals continue to receive services needed.
- Initial rollout of Language Access Mobile Application for the Airport Bureau.

SFPD LEP 2022 Project Goals:

COVID-19 community spread mitigation efforts impacted the operational output related to 2021 LEP goals. SFPD has carried 2021 goals into 2022. These goals are implemented by the SFPD Language Access Liaison.

- Work with DPA to develop a timely notification process of language access complaints to the SFPD Language Access Liaison and OCEIA so Department can address remedy concerns in a timely manner and through training.
- Work with DPA Language Access Working Group to develop a mechanism to share their recommendations with the Department monthly. DPA Working Group did not meet in 2021.
- Complete design and approval of LEP Pin for certified bilingual officers and PSAs.
- Consolidate the numerous Language Access related Department Bulletins to mitigate conflicting or redundant procedures.
- Explore potential MOU with DHR enabling SFPD to proctor its internal language certification and re-certification process.
- Update DGO 5.20 training video to include Language Line, current best practices, and reference to DGO 5.23 "Deaf and Hard of Hearing Interactions."
- Rollout Language Access Mobile Application to remaining members at the Airport Bureau.
- Use the CA POST DLGP grant funds to develop certified online courses addressing Community Policing, cultural diversity and the Limited English Proficient (LEP) community. Once developed and certified, this training will be accessed by law enforcement agencies statewide.



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2021**



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DPA's Language Access Working Group Recommendations

The DPA Language Access Working Group did not meet in 2021 due to COVID-19 community spread mitigation efforts, however the Department will provide updates on the 2019 recommendations that the Department listed as "in progress" until the recommendations are closed as either "has been implemented" or "will not be implemented"

#	2019 - DPA Language Access Working Group Recommendation	Implementation status	SFPD response
R1	Urge DHR to expand the certification for bilingual officers beyond the 5-core languages to languages such as Toisan, Hindi and Arabic	In progress	DHR is agreeable to the expansion of the five-core languages for SFPD. DHR staff has requested the SFPD translation/interpretation vendor to provide a quote expanding to 14 additional languages: Burmese, Cambodian, Polish, Punjabi, Farsi, German, Urdu, French, Hindi, Italian, Japanese, Portuguese, Turkish, Vietnamese. The list of additional languages is based on frequency of bilingual premium pay issued to officers over the past few years.
R2	Create a plan & strategy for recertification for all bilingual officers	In progress	DHR manages the recertification process for all city & county certified bilingual employees. DHR is developing a policy that considers all recertification timelines outlined in each labor union MOU. The average timeline for recertification, per the collective MOUs, is two years. According to NAJIT, the national standard timeline for recertification is every three to five years. SFPD will support DHR's policy when issued.
R3	Create resources for bilingual officers (bilingual pin, glossaries, opportunities to enhance proficiency, recognition of their services)	In progress	DPA Language Access Working Group provided the 2014 USDOJ "Tips for working with telephone interpreters" guidelines. CED reviewing to determine compliance with current telephone interpreter vendor. LEP pin design is in progress and will go to the Uniform Committee for review and approval.