

# ANNUAL LIMITED ENGLISH PROFICIENCY (LEP) REPORT 2022

Safety with Respect

Kaligtasan na may respeto

Segurança com respeito

Mit respekt und Sicherheit

Seguridad con respeto

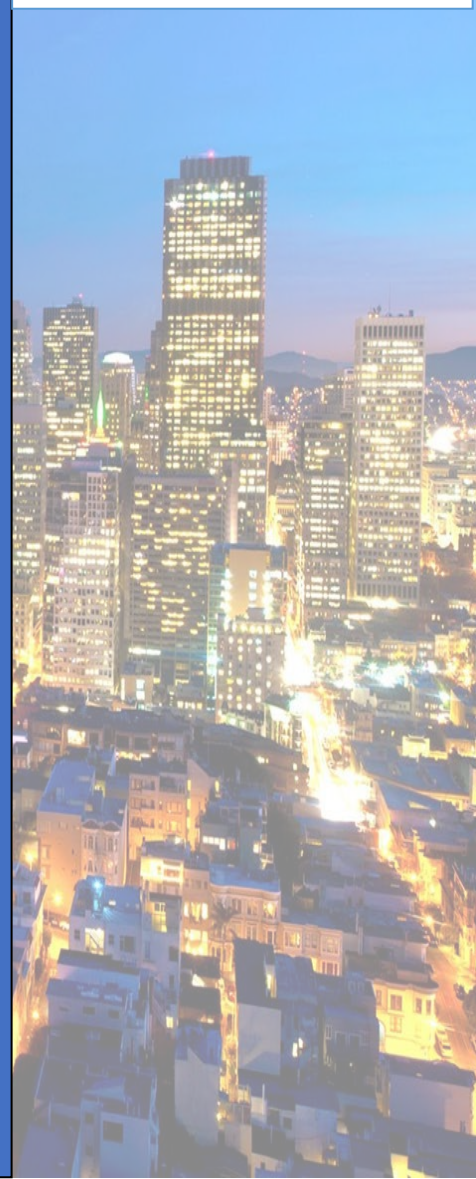
Sécurité avec respect

尊重与安全

Безопасность с уважением



**S.F.P.D.**





# SFPD Limited English Proficiency Annual Report to the Police Commission 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.	4,164
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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)	2,371
Language Line Insight App/Interpretation service (vendor)	9,089
<b>Total</b>	<b>11,460</b>

### 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.

DPA Case No.	Complaint Date	Language	Summary	DPA Status
00049465-22	01/14/2022	Spanish	The complainant, a Spanish speaker, drove himself to a fire station after being assaulted by an unknown suspect. Officers who allegedly responded to the fire station failed to investigate the assault, wrote an inaccurate incident report, and did not provide the complainant with an interpreter until he arrived at the emergency room.	Closed / 5.20
00050725-22	05/09/2022	Cantonese	The complainant stated that an officer provided his wife, a Cantonese speaker, with incorrect information regarding his property and finances.	Closed/ 5.20
00051918-22	08/31/2022	Cantonese	The complainant, a Cantonese speaker, stated that an officer did not file his statement and did not help him with his complaint.	Closed/ 5.20
00053195-22	12/22/2022	Cantonese	The complainant, a Cantonese speaker, stated an officer yelled and threatened to arrest her for refusing to sign a citation.	Open / Pending 5.20

### 4. Department's resolution to language access complaints

As the status to the complaints was reported as “closed” or “pending, the Language Access Liaison did not have sufficient information to address specific resolutions to these complaints, nor is it clear whether these complaints were substantiated. However, the Department’s goal is to be effective and responsive to all the communities served and as such, will continue to review language access programs.

# SFPD Limited English Proficiency

## Annual Report to the Police

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### Significant LEP Updates

#### **SFPD LEP 2022 Projects Completed:**

- LEP audit completed at all district stations. Language Line set up city wide.
- Roll Call test provided to all members via PowerDMS regarding principles of DGO 5.20 Language Access Services for LEP persons.
- A full-time Officer is assigned to the Language Access Services Supervision while acting as the Language Access Liaison.

#### **SFPD LEP 2023 Project Goals:**

- 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 effectively resolve complaints in a timely manner.
- 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 2022.
- 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."
- Ensure Language Access Mobile Application is accessible to all members at the Airport Bureau.
- Use the CA POST DLGP grant funds to develop certified on-line courses addressing Community Policing, cultural diversity, and the Limited English Proficient (LEP) community

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### DPA's Language Access Working Group Recommendations

The DPA Language Access Working Group has provided recommendations that the Department listed as “in progress” until the recommendations are closed at which point the recommendations will be identified as either “has been implemented” or “will not be implemented”

#	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 was initially agreeable to the expansion of the five-core languages for SFPD. In 2022, DHR staff 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. DHR has since ended communications relating to this effort. The Department is seeking solutions to ensure that any outside vendor is approved to be used and can certify officers.
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 was initially reviewing to determine compliance with current telephone interpreter vendor, however, due to staffing issues, this effort was halted. LEP pin design was in progress and was slated to go to the Uniform Committee for review and approval. This was also halted due to staffing shortage.