

ANNUAL LIMITED ENGLISH PROFICIENCY (LEP) REPORT 2023

Safety with Respect

Kaligtasan na may respeto

Segurança com respeito

Mit respekt und Sicherheit

Seguridad con respeto

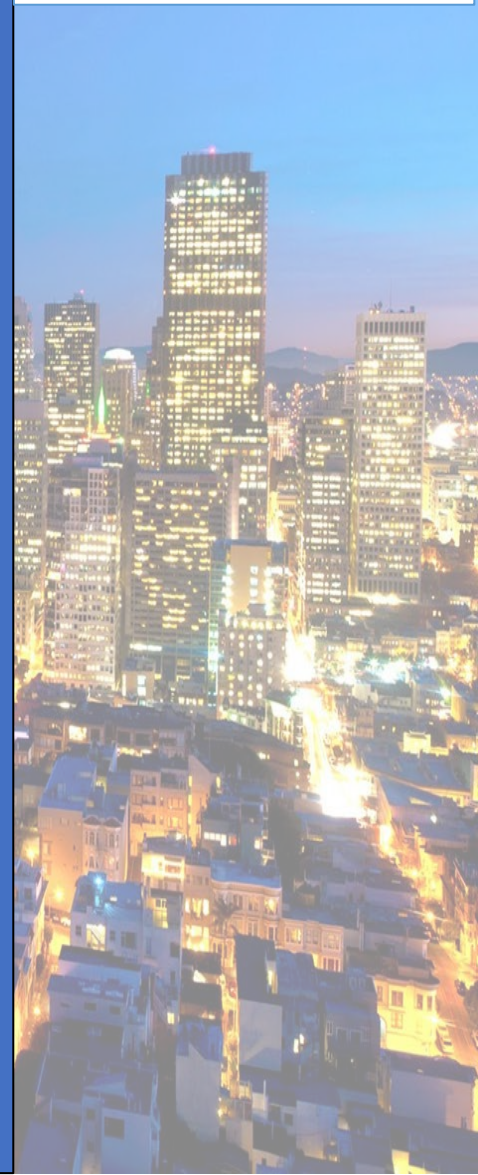
Sécurité avec respect

尊重与安全

Безопасность с уважением



S.F.P.D.





**SFPD Limited English Proficiency
Annual Report to the Police Commission**



2023

SUBMITTED TO THE POLICE COMMISSION ON MARCH 1, 2024

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.	6,655
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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)	2,408
Language Line Insight App/Interpretation service (vendor)	11,547
Total	13,955

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)

Five (5) complaints:

DPA Case No.	Complaint Date	Language	Summary	DPA Status
00053725-23	02/14/2023	Spanish	The complainant alleges that an officer responded to a possible domestic violence call and did not offer the victim medical treatment, an EPO, housing resources, and did not explain the English forms given to her.	Closed
00054943-23	05/4/2023	Spanish	The complainant alleges that an officer collided with a fruit cart while driving on a sidewalk. The complaint alleges that the officer was rude and dismissive, and that the officer's translation of the incident was poor and questionable. The complainant believes that the officer's body-worn camera may not have been used properly.	Open/ Pending
00055954-23	07/18/2023	ASL	The complainant alleges that no one followed up with the complainant regarding their case and wants the department to reopen their case.	Closed
00057500-23	11/09/2023	Tagalog	The complainant alleges that officers failed to provide the complainant with an interpreter and write a report regarding a possible elder abuse incident.	Open/ Pending
00058061-23	12/15/2023	Spanish	The complainant alleges that they called to make an incident report and officers failed to respond in a timely manner.	Open/ Pending



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4. Department's resolution to language access complaints

The list of complaints provided by the DPA includes complaints that fall outside of the scope of the reporting requirements of DGO 5.20 and DGO 5.23. While any complaint is a concern, response times, body worn camera usage and whether a complaint should be re-opened by DPA do not fall squarely under the responsibility of the Language Access Liaison. It is imperative to continue to train officers to provide interpretation services when feasible to all Limited English Proficiency (LEP) and deaf or hard of hearing communities. The Language Access Liaison is reviewing the details of Language Access related incidents to determine adherence to the policies and procedures. The outcome of these reviews will help the San Francisco Police Department (SFPD) meet the needs of the LEP or deaf or hard of hearing communities. The Language Access Liaison is 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 established.



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Significant LEP Updates

SFPD LEP 2023 Projects Completed:

- Explored higher standard for interpretation certification with DHR based on research of internal needs. As DHR agreed that this was necessary. SFPD has partnered with Language Line to test in over 30 Languages outside of the 5 core languages and set up testing starting the spring of 2024.
- 71 SFPD members received their Bilingual Certificates in 2023. Languages: Spanish, Russian, Tagalog, Chinese (Mandarin/Cantonese)
- Continuously partnering with Community Liaison Unit (CLU) to ensure LEP individuals continue to receive services needed.
- LEP audit completed at all district stations.
- Two (2) Recruit classes received LEP training for patrol preparation.
- One (1) Ambassador class received LEP training.
- Alert members received one on one LEP training.

SFPD LEP 2024 Project Goals:

- Work with DPA to develop a timely notification process of language access complaints to the SFPD Language Access Liaison and OCEIA so the Department can address effectively resolve complaints in a timely manner.
- Due to the large number of individuals interested in becoming bilingual members, testing everyone at once is not possible. Bilingual certification testing will be administered on a quarterly basis until all SFPD members that are interested are accommodated.
- Complete design and approval of LEP Pin for certified bilingual officers and PSAs.
- 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" after the conclusion of the DGO 5.20 update slated for 2024.



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2022 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	Has been implemented	SFPD has partnered with Language Line to test in more than 20 languages. Testing will be available by March 15, 2024. List of languages are Vietnamese, Hindi, Thai, Turkish, Nepali, Korean, Serbian, Romanian, Croatian, Bosnian, and Serbian. Toisan is not a language that Language Line has available for testing. Continuing to work with Language Line to test in all languages that are available through language line by summer of 2024. Once the SFPD members pass the Language Line Test they will be eligible for bilingual pay.
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 but has been added to the 2024 project goals.

SFPD has not received recommendations from the DPA Language Access Working Group since 2022.