

ANNUAL LIMITED ENGLISH PROFICIENCY (LEP) REPORT 2019

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 2019



SUBMITTED TO THE POLICE COMMISSION ON APRIL 10, 2020

Pursuant to Department General Order 5.20 “Language Access Services for Limited English Proficient (LEP) Persons”, Section III. O. 3, the department will provide the Police Commission, a yearly report including data concerning the following:

1. Involving LEP persons- 2019

Number of calls for service, contacts and investigations where an incident report was required.	3,602
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2. Manner in which interpretation services were provided to all LEP individuals-2019

In-person interpretation service (certified and uncertified bilingual sworn & non-sworn members)	1,177
Language Line Inside App/Interpretation service (vendor)	6,150
Total	7,327

3. Complaints concerning language access (provided by the Department of Police Accountability)

There were no sustained LEP complaints during this reporting period.

DPA Case No.	Complaint Date	Language	Summary	DPA Status
023-19	1/19/19	Spanish	The complainant (Spanish speaker) alleges that officers failed to investigate her case and did not provide an interpreter while interviewing her.	Closed; Insufficient Evidence
059-19	2/4/19	Spanish	The complainant (Spanish speaker) alleges that numerous police entered her home without a warrant or explanation, searched the house and detained her and her family members and she was not able to communicate with the officers.	Closed; Insufficient Evidence
215-19	4/22/19	Arabic	The complainant was arrested, taken to the station and alleges that he requested an interpreter and was not provided one.	Pending
270-19	5/15/19	Spanish	The complainant alleges problems with SFPD’s investigation of collision and possible DUI involving potentially LEP driver.	Closed; LEP allegation dropped.

4. Department's resolution to language access complaints

The Department’s goal is to consistently improve on LEP services and as such, SFPD will complete the Department-wide rollout of language line app on officer’s mobile devices and continue trainings to help mitigate confusion about interpretation services available to officers and the individuals they encounter.



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SIGNIFICANT LEP UPDATES

SFPD LEP 2019 Projects Completed:

- Collaborated with the Department of Emergency Management (DEM), to create a process to identify and track calls for service needing language services or bilingual officers.
- Collaborated with Office of Civic Engagement & Immigrant Affairs (OCEIA) to improve training content for officers.
- Facilitated Roll-out and training of Language Line App (video and audio interpretation application on smartphones) for officers stationed at Central, Mission, Ingleside, Taraval, Southern and the Tactical Unit.
- Facilitated two-hour training for 103 new Academy recruits on DGO 5.20 with LEP practice scenarios.
- Facilitated 10-hour "Interpretation for Law Enforcement" in service training for 37 certified bilingual sworn members.
- Coordinated with SF Department of Human Resources (DHR) to provide interpreter certification training and testing at the Academy (two Academy classes).
- Bi-annual audit identified two department units requiring multilingual automated phone messages for callers.
- Language Liaison provided as-needed interpretation services for specialized units and district stations.

SFPD LEP 2020 Project Goals:

- Discuss potential MOU with DHR enabling SFPD to manage its language certification and re-certification exam process.
- Work with DHR on its expansion of the certifiable five-core languages to include languages with the highest frequency of language access needs during citywide calls for service.
- Exploring a higher standard of interpretation certification based on results of research of internal needs. (Current citywide certification is customer service level of proficiency.)
- Continue department-wide Language Line app roll-out to include Bayview, Northern, Park, Tenderloin, Richmond stations and other specialized units.
- Consolidate the numerous Language Access related Department Bulletins to mitigate conflicting or redundant procedures.
- Update DGO 5.20 training video to include Language Line, ASL and current best practices.
- Complete design and approvals of LEP Pin for certified bilingual officers and PSAs.
- Work with DPA Language Access Working Group to develop a mechanism to share their recommendations with the department on a monthly basis. (Currently, the working group's recommendations are housed in the annual DPA report or other ad hoc reports from DPA to the Police Commission.)
- Work with DPA to create a timely notification process of language access complaints to the SFPD Language Access Liaison and OCEIA so department can expedite review to address and remedy through training.
- Create automated, multilingual phone messages for callers to CISU & SVU.
- Work with the SFPD Admin Bureau and DHR to clear up inconsistencies relating to certified member's bilingual pay.
- Work with Language Line to create police district station and specialized unit codes to track LEP needs per district in order to improve services.
- Continue pursuit of operational projects which meet the unpredictable nature of the demand for translation and interpretation services specific to law enforcement needs.



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DPA's Language Access Working Group Recommendations

#	2019 - DPA Language Access Working Group Recommendation	Implementation status	SFPD response
R1	Confirm that DHR will continue to certify bilingual recruits at Police Academy	Implemented	SFPD confirmed that DHR will continue offering interpretation certification during each Academy class.
R2	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 PD 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.
R3	Provide translation certification so bilingual officers can translate victim or witness written statements during active calls for service. (DPA refers to this as "sight translation.")	Requires further analysis	As DHR does not currently have a Translation Certification Unit to train and certify city employees, this recommendation would require DHR to create, budget, hire and onboard a Translation Training and Examination Unit. "Sight translation" is defined by the National Association of Judiciary Interpreters & Translators (NAJIT) as verbal/oral interpretation of written text in another language. SFPD already has this capability. SFPD has requested DPA to submit their source of "sight translation" definition & data to support this recommendation.
R4	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.
R5	Create resources for bilingual officers (bilingual pin, glossaries, opportunities to enhance proficiency, recognition of their services)	In progress	DPA Language Access Working Group provided 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.

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#	2019- DPA Language Access Working Group Recommendations	Implementation status	SFPD response
R6	Analyze and report upon the number of calls for service, contacts and investigations using Language Line, CAD and Crime Data Warehouse data to determine how language access services are being provided.	Already in place	DGO 5.20, Section III.O.3 requires the department to collect this data and report annually to the Police Commission. This data drives the SFPD operational LEP programs and goals.
R7	Post bilingual officer & staff availability at stations, on website & in newsletters	Will not be implemented	SFPD does not publicly post officer deployment information. As an alternative, the department may publicly post bilingual Police Service Aide (PSA) availability.
R8	Implement a system at district stations where LEP individuals request assistance at the window sign-in, the nature of their request is determined, and the status of their request and wait time is monitored.	Requires further analysis	Language services provided to the public are based on availability of certified bilingual officers. The department and DPA have not received complaints to suggest an operational need for department-wide wait time monitoring exclusively for LEP individuals. Requesting DPA to provide further data/ analysis to support this recommendation.
R9	Update the new SFPD website to include a Language Access tab that houses all of the languages in one place.	Will not be implemented	The newly relaunched SFPD website can be translated into 103 languages. The SFPD website already includes a "Guide to Language Assistance Services" page which leads the public through SFPD's language assistance services. SFPD discussed this recommendation with the vendor who built and provides technical support for the new website. The vendor notified the department that this recommendation requires a website redesign. SFPD does not have the budget to redesign the new website.