6.19 PURPOSE

The purpose of this order is to coordinate and administer the Victim of Violent Crime Act (Cal. Govt. Code 13959 et. seq.), and establish procedures for the notification of victims and the processing of forms.

6.19.02 POLICY

A. COORDINATION AND ADMINISTRATION. The San Francisco Police Department coordinates a program with the District Attorney's Office Victim Services Division (VSD) to administer the Victim of Violent Crime Act in San Francisco. The Police Department is responsible for notification and referrals, and the Victim Services Division is responsible for the administration of services.

B. VICTIM SERVICES. District Attorney's Office Victim Services Division (VSD) provides assistance with and/or referrals to:

- Crisis support services and counseling
- Guidance in navigating the criminal justice system and providing case information
- Emergency assistance: relocation, transportation and safety planning
- Referral to local resources and services - employment, medical/dental, mental health, housing and childcare
- Funeral and Burial expenses

Victims may also be eligible for Victims of Crime Compensation to help pay for expenses including:

- Medical and dental treatment
- Mental health services
- Income loss
- Home security
- Relocation

The Victim Services Division does not reimburse for lost or stolen cash or property, property damage or loss due to fraud.

C. POSTING OF NOTICES. Every police facility open to the public shall prominently display in public view a sign(s) giving notification of the Victim of Violent Crime Act, contact information for the Victim Services Division and that
Crime Victim Compensation Forms are available in numerous languages including Arabic, Chinese, Filipino, Korean, Punjabi, Russian, and Spanish at the California Victim Compensation Board website at: https://victims.ca.gov/victims/howtoapply.aspx.

1. The facility shall also have a supply of required Application for Crime Victim Compensation forms provided by the California Victims Compensation Board (form VCGCB-VCP-005 Rev. 10/2017) for distribution to any person wishing to file for compensation.

6.19.03 PROCEDURES

A. DUTIES OF MEMBERS. Members assist victims of violent crimes by providing them a Crime Notification Form (SFPD 369) as part of the Victim Services Division.

B. NOTIFICATION. When conducting a preliminary investigation of crimes relating to the following categories: violent crime, personal injury or death, members are to follow these procedures:

1. Give the victim or their family a Victim of Crime Notification form (SFPD 369) and explain the scope of the program.
2. The Victim of Crime Notification Forms are available in English, Spanish, Chinese, Tagalog and Russian.
3. All written forms and notices shall be provided to victim(s) in their preferred language when available. Instances where the forms are not available in the LEP individual’s preferred language or a case of illiteracy, members shall revert to practices outlined in DGO 5.20 Language Access Services for Limited English Proficient (LEP) Persons.
4. If an LEP victim requires a translated version of Form 369 in their preferred language, members shall contact the Department’s Language Access liaison to facilitate with this request.
5. Instances where an incident report is prepared regarding an incident involving an LEP individual, it shall identify their preferred language; identify the means of interpretation; the manner in which interpretation services were provided in compliance with DGO 5.20.
6. Check the "Victim of Crime Notification" box on the incident report to signify the Form 369 was provided. If you are unable to furnish the victim or their family with the notification, state in the narrative of the incident report the reason the notification was not made.

C. DUTIES OF INVESTIGATORS. Sergeants and Inspectors assigned to investigate a violent crime should remind the victim and/or victim’s family of the resources available through the Victim Services Division and note referral in the chronological or record of investigation.
1. Any change or update in a victim’s contact information on an assigned investigation should be relayed to the Victim Services Division and noted in the chronological or record of investigation.

References:

DGO 6.09, Domestic Violence
DGO 5.20 Language Access Services for Limited English Proficient (LEP) Persons
Domestic Violence Referral Card (SFPD 142)
Victim of Crime Notification form (SFPD 369) attached
6.19 PURPOSE

The purpose of this order is to coordinate and administer the Victim of Violent Crime Act (Cal. Govt. Code 13959 et. seq.), and establish procedures for the notification of victims and the processing of forms.

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B.1. VICTIM SERVICES. District Attorney's Office POSTING OF NOTICES. Every police facility open to the public shall prominently display in public view a sign giving notification of the Victim of Violent Crime Act and contact information for the Victim Services Division. The facility shall also have a supply of required Application for Crime Victim Compensation forms provided by the California Victim Compensation Board (form VCGCB VCP-005 Rev. 10/2017) for distribution to any person wishing to file for compensation.

6.19.03 PROCEDURES

A.B. DUTIES OF OFFICERS. Officers assist victims of crime by giving them a Crime Notification Form (SFPD 369) as part of the Victim Services Division. The division provides assistance with and/or referrals to:

- Crisis support services and counseling
- Guidance in navigating the criminal justice system and providing case information
- Emergency assistance: relocation, transportation and safety planning

1 of 3
• Referral to local resources and services- employment, medical/dental, mental health, housing and childcare
• Funeral and Burial expenses

Victims may also be eligible for Victims of Crime Compensation to help pay for expenses including:

• Medical and dental treatment
• Mental health services
• Income loss
• Home security
• Relocation

The Victim Services Division does not reimburse for lost or stolen cash or property, property damage or loss due to fraud.

C. POSTING OF NOTICES. Every police facility open to the public shall prominently display in public view a sign(s) giving notification of the Victim of Violent Crime Act, contact information for the Victim Services Division and that Crime Victim Compensation Forms are available in numerous languages including Arabic, Chinese, Filipino, Korean, Punjabi, Russian, and Spanish at the California Victim Compensation Board website at: https://victims.ca.gov/victims/howtoapply.aspx.

1. The facility shall also have a supply of required Application for Crime Victim Compensation forms provided by the California Victims Compensation Board (form VCGCB-VCP-005 Rev. 10/2017) for distribution to any person wishing to file for compensation.

6.19.03 PROCEDURES

A. DUTIES OF MEMBERS. Members assist victims of violent crimes by providing them a Crime Notification Form (SFPD 369) as part of the Victim Services Division.

1-B. NOTIFICATION. When conducting a preliminary investigation of a crime involving the following categories: violent crime, personal injury or death, members are to follow these procedures:

a.1. Give the victim or their family a Victim of Crime Notification form (SFPD 369) and explain the scope of the program.
2. The Victim of Crime Notification Forms are available in English, Spanish, Chinese, Tagalog and Russian.

3. All written forms and notices shall be provided to victim(s) in their preferred language when available. Instances where the forms are not available in the LEP individual’s preferred language or a case of illiteracy, members shall revert to practices outlined in DGO 5.20 Language Access Services for Limited English Proficient (LEP) Persons.

4. If an LEP victim requires a translated version of Form 369 in their preferred language, members shall contact the Department’s Language Access liaison to facilitate with this request.

5. Instances where an incident report is prepared regarding an incident involving an LEP individual, it shall identify their preferred language; identify the means of interpretation; the manner in which interpretation services were provided in compliance with DUO 5.20.

   a. Check the "yes" in the "Victim of Crime Notification" box on the incident report and write in your star number into signify the space Form 369 was provided.

   b. UNABLE TO NOTIFY. If you are unable to furnish the victim or their family with the notification, follow these procedures:

      e. Check "no" in the "Victim of Violent Crime" box on the incident report and write your star number in the space provided.

      g. State in the narrative of the incident report the reason the notification was not made.

6. Duties of Investigators. Sergeants and Inspectors assigned to investigate a violent crime should remind the victim and/or victim’s family of the resources available through the Victim Services Division and note referral in the chronological or record of investigation.

   a. Any change or update in a victim’s contact information on an assigned investigation should be relayed to the Victim Services Division and noted in the chronological or record of investigation.

References:

DGO 6.09, Domestic Violence
DGO 5.20 Language Access Services for Limited English Proficient (LEP) Persons
Domestic Violence Referral Card (SFPD 142)
Victim of Crime Notification form (SFPD 369) attached
<table>
<thead>
<tr>
<th>#</th>
<th>Working Group Recommendations</th>
<th>Date recommendation received</th>
<th>SFPD response</th>
<th>SFPD explanation</th>
<th>Open/Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>R1</td>
<td>Change language from Victim/Witness Assistance Program to the District Attorney’s office Victim Services Division</td>
<td>4/16/20</td>
<td>Recommendation has been included in draft DGO</td>
<td>District Attorney's office renamed unit</td>
<td>closed</td>
</tr>
<tr>
<td>R2</td>
<td>Change I B State Board of Control (form BC-1-D-74) to reflect current Information California Victims Compensation Board (form VCGCB-VCP-00)</td>
<td>4/16/20</td>
<td>Recommendation has been included in draft DGO</td>
<td>Form and Board name changed since 1994</td>
<td>closed</td>
</tr>
<tr>
<td>R3</td>
<td>Add additional language to update/notify VSD when victim's information changes</td>
<td>4/16/20</td>
<td>Recommendation will not be included in draft DGO</td>
<td>Not all violent crimes that meet VSD criteria are assigned to an investigator to investigate, but language will be added for assigned investigations</td>
<td>closed</td>
</tr>
<tr>
<td>R4</td>
<td>Add additional language to have investigator make second VSD referral on assigned cases</td>
<td>4/16/20</td>
<td>Recommendation has been included in draft DGO</td>
<td></td>
<td>closed</td>
</tr>
<tr>
<td>R5</td>
<td>List services and referrals available in DGO as well as change language of what is not covered</td>
<td>4/16/20</td>
<td>Recommendation has been included in draft DGO</td>
<td></td>
<td>closed</td>
</tr>
<tr>
<td>R6</td>
<td>Make sure social media platforms are updated with VSD information</td>
<td>4/23/20</td>
<td>Recommendation will not be included in draft DGO</td>
<td>Not part of the scope of DGO update—SFPD to check social media platforms—Twitter and webpage to verify current info posted</td>
<td>closed</td>
</tr>
<tr>
<td>R7</td>
<td>Change language from “The Division provides referrals to” to “The Division provides assistance with and/or referrals to” (Section II A)</td>
<td>4/23/20</td>
<td>Recommendation has been included in draft DGO</td>
<td>RS modified further</td>
<td>closed</td>
</tr>
</tbody>
</table>

R8
R9
R10
## Working Group Recommendation and Department Response

<table>
<thead>
<tr>
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<tr>
<td>R1</td>
<td>Explain that the California Crime Victim Compensation Forms are available in multiple languages and include the California Victims Compensation Board website address. DPA suggests that Section (l)(B) POSTING OF NOTICES be amended to add the following: &quot;Crime Victim Compensation Forms are also available in numerous languages including Arabic, Chinese, Filipino, Korean, Punjabi, Russian, and Spanish at the California Victim Compensation Board website at <a href="https://victims.ca.gov/victims/howtoapply.aspx">https://victims.ca.gov/victims/howtoapply.aspx</a>.&quot; San Francisco is an international city where 43% of San Francisco residents speak a language other than English at home. SFPD will assist in making victim services more accessible to Limited English Proficient (LEP) communities by stating in its Victim of Violent Crime Notification DGO that California Crime Victim Compensation Forms are available in multiple language and providing the state website link for these forms.</td>
<td>7/22/20</td>
<td>Recommendation has been included in draft DGO</td>
<td>The signage posted at district stations are supplied by outside agencies (CVCB and District Attorney's office) and the SFPD can not control the content, but if the information is not included in the District Attorney's signage, the SFPD will create a &quot;runner&quot; poster to add the additional language.</td>
<td>closed</td>
</tr>
<tr>
<td>R2</td>
<td>DPA suggests attaching the Victim of Crime Notification Form (SFPD 369) which officers are required to provide victims pursuant to Sections (l)(A) and (l)(A)(1)(a). SFPD has many different forms and thus, including the actual form as part of the DGO, will enable both officers and the public to identify the specific form that is required to be provided pursuant to DGO 6.19.</td>
<td>7/22/20</td>
<td>Recommendation has been included in draft DGO</td>
<td>A form will be attached to the DGO</td>
<td>closed</td>
</tr>
<tr>
<td>R3</td>
<td>DPA suggests that Victim of Crime Notification Forms (SFPD 369) be translated into the core languages if SFPD has not already done so. If SFPD has already done so, DPA suggests amending DGO 6.19's Notification section (1)(a) to state, &quot;The Victim of Crime Notification Forms are available in Spanish, Chinese, Filipino and Russian. For LEP victims who speak Spanish, Chinese, Filipino or Russian, members shall provide the appropriate translated Crime Notification Form to the LEP victim.&quot; Providing the translation of written materials that provide vital information to the public about the Department's services--such as Victim of Crime Notification Form--is a key component of the City's Language Access Ordinance.</td>
<td>7/22/20</td>
<td>Recommendation has been included in draft DGO</td>
<td>The forms are translated in Spanish, Chinese, Filipino, and Russian. The forms are available to officers on the SFPD intranet, forms section. &quot;Shall&quot; has been changed to &quot;should&quot; with the caveat that the information if not provided in the primary language of the LEP victim that the information will be translated by a certified translator or language line.</td>
<td>closed</td>
</tr>
</tbody>
</table>