

# Language Access Report

## 2020

### Annual Report



**CITY & COUNTY OF SAN FRANCISCO**

Police Department

February 2021



## SFPD Language Access Resources

▪ Certified bilingual officers (five-core languages)	286
▪ Bilingual officers (beyond five-core languages)	111
▪ Certified civilian members	92
▪ Bilingual civilian members	33
TOTAL members	522

### Our Department Represent Over 30 Languages:

American Sign Language, Arabic, Armenian, Basque, Cambodian, Cantonese, Danish, Fijian, French, Gaelic, German, Greek, Hindi, Ilonggo, Italian, Japanese, Korean, Laotian, Mandarin, Polish, Portuguese, Punjabi, Russian, Samoan, Spanish, Swedish, Syrian, Tagalog, Taishanese, Thai, Urdu, Vietnamese, Yugoslavian.

## Department General Order 5.20 Section III. O. 3, required reporting data:

### 1. Involving LEP persons- 2020

Number of calls for service, contacts and investigations where an incident report was required	3,730
------------------------------------------------------------------------------------------------	-------

### 2. Manner in which interpretation services were provided to all LEP individuals (department-wide)-2020

In-person interpretation service (certified and non-certified bilingual sworn & non-sworn members)	3,289
Language Line Insight App/Interpretation Service (vendor)	6,091
<b>Total</b>	<b>9,380</b>

### 3. Complaints received concerning language access (provided by DPA)- 2020

Complaints: (10) pending, (1) mediated (1) closed/proper conduct	12
Complaints sustained	0
<b>Total</b>	<b>12</b>

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

The Department is committed to the expansion of services for LEP individuals. In order to accomplish this goal, the department incorporated scenario-based training involving high-risk and high stress environments. The Department continued providing its members resources by rolling out the Language Line Insight Application on department issued phones.

# 2020 Language Access Accomplishments

- Commission on Peace Officer Standards and Training (POST) awarded \$185,424 from the Distance Learning Grant Program (DLGP). The DLGP is awarded to agencies to increase equitable access to high-quality learning experiences using distance learning technologies.
- Collaborated with Investigations and Patrol to address and develop training and resources to implement the nationally acclaimed Critical Mindset- Coordinated (CMCR) response LEP scenario.
- Facilitated Language Line Insight smartphone app training at five District Stations & Investigations Unit.
- Facilitated two-hour training for (3 classes) 90 Academy recruits on DGO 5.20 involving LEP practice scenarios and report writing.
- Coordinated with DHR for the testing and certification of 26 members.
- Worked with Language Line (vendor) to create District Station and specialized unit codes to track LEP needs per district in order to improve services.
- Collaborated with Office of Civic Engagement and Immigrant Affairs (OCEIA) on enhancing training.

## 2021 Language Access Goals



### Work with DHR

- Explore Potential for MOU Allowing Department LEP Re/Certifications
- Expand on the Certified “5 Core Languages”
- Expand Higher Standards of Interpretation Certification



### Work with DPA

- Improve Notification Process of Complaints
- Develop Mechanism to Incorporate Working Group Feedback Every Month



### Address Internal Processes

- LEP Pin For Bilingual Officers & PSAs
- Consolidate LEP Department Bulletins
- Update DGO 5.20 Training Video To Include Language Line and Reference DGO 5.23
- Continue Mobile Application Roll Out
- Implement Metrics to Ensure Service Delivery Through Collaboration with Community Liaison Unit
- Utilize Funds From CA POST DLGP to Develop Web-based LEP Training

Thank you.

Any questions?

**SAN FRANCISCO  
POLICE DEPARTMENT**

The image shows the exterior of the San Francisco Police Department building. In the foreground, a dark grey stone wall features the words "SAN FRANCISCO POLICE DEPARTMENT" in large, white, raised letters. Behind the wall is a large glass window reflecting the sky and surrounding buildings. To the right, a brick building with a prominent entrance is visible. Three flagpoles stand in front of the brick building, flying the United States flag, the California state flag, and a yellow flag. A set of concrete steps with a metal railing leads up to the entrance of the brick building.