

# ANNUAL LIMITED ENGLISH PROFICIENCY (LEP) REPORT 2020

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  
2020**



SUBMITTED TO THE POLICE COMMISSION ON FEBRUARY 12, 2021

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- 2020**

Number of calls for service, contacts, and investigations where an incident report was required.	3,730
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**2. Manner in which interpretation services were provided to all LEP individuals-2020**

In-person interpretation service (certified and uncertified 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 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
00044221-20	1/3/20	Mandarin	The complainant, a Mandarin speaker, alleged that the officers failed to fully investigate the incident and use a Mandarin interpreter to communicate with him or his wife.	Pending
00044282-20	1/27/20	Mandarin	The complainant alleged that the officers entered and searched his home without a warrant and spoke with his mom, who is a Mandarin Speaker without an interpreter.	Pending
00044318-20	2/6/20	Deaf/Hard of Hearing	The complainant, a deaf/hard of hearing speaker, received a citation for impeding traffic and did not provide proper accommodations for the complainant's hearing impairment.	Closed/Proper Conduct
00044391-20	2/27/20	Hindi	The complainant alleged that the officers arrested him without cause and failed to provide him an option of an interpreter.	Mediated
00044478-20	3/30/20	Cantonese	The complainant, a Cantonese speaker, alleged that during a traffic stop the officer failed to provide her an interpreter.	Pending
00044574-20	5/11/20	Spanish	The complainant, a Spanish speaker, alleged that officers raided her home in search of a family member and damaged several pieces of her property and the door.	Pending



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00044678-20	6/8/20	Spanish	The complainant alleged that the officer misrepresented the truth and failed to accurately translate for the Spanish-speaking DUI suspect.	Pending
00045338-20	6/9/20	Spanish	The complainant alleged that the officers failed to provide a Spanish speaking DUI suspect with the option to choose a breath or blood test.	Pending
00044703-20	6/14/20	Spanish	The complainant, a Spanish speaker, alleged that a vendor threatened her with a knife. And after she called the police, they failed to arrest the vendor and failed to prepare a police report.	Pending
00044793-20	6/30/20	Spanish	Complainant, an LEP speaker, alleged that officers failed to take her domestic violence report.	Pending
00044850-20	7/17/20	Spanish	The complainant, a Spanish speaker, alleged that he was arrested without fully investigating the incident and taking a complete statement from the complainant.	Pending
00045140-20	10/13/20	Spanish	The complainant, a Spanish speaker, alleged that officers used physical force when handcuffing him, searching him, and issuing him a citation for no reason without the assistance of an interpreter.	Pending

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

The Department is committed to the expansion of services for LEP individuals. 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.

**SIGNIFICANT LEP UPDATES**

**SFPD LEP 2020 Projects Completed:**

- 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.



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### **SFPD LEP 2021 Project Goals:**

*COVID-19 community spread mitigation efforts impacted the operational output related to 2020 LEP goals. SFPD has carried 2020 goals into 2021. These goals are implemented by the SFPD Language Access Liaison.*

- 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 in a timely manner and remedy through training.
- 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 2020.
- 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.
- Collaborate with DHR on expansion of the certified 'five-core' languages based on data, which demonstrates the highest frequency of language access needs in Citywide calls for service.
- Explore higher standard of interpretation certification with DHR based on research of internal needs. Citywide certification is currently customer service level of proficiency.
- 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".
- Continue Mobile Application rollout to the Airport Bureau.
- Partner with Community Liaison Unit to ensure LEP individuals continue to receive services needed.
- Use the CA POST DLGP grant funds to develop certified online courses addressing Community Policing, cultural diversity and the Limited English Proficient (LEP) community. Once developed and certified, this training will be accessed by law enforcement agencies statewide.



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### DPA’s Language Access Working Group Recommendations

The DPA Language Access Working Group did not meet in 2020 due to COVID-19 community spread mitigation efforts, however the Department will provide updates on the 2019 recommendations that the Department listed as either “in progress” or “required further analysis” until the recommendations are closed as either “has been implemented” or “will not be implemented”

#	2019 - 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 is agreeable to the expansion of the five-core languages for SFPD. DHR staff has 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.
R2	Provide translation certification so bilingual officers can translate victim or witness written statements during active calls for service.	Will not be implemented	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. DHR currently certifies oral interpretation proficiency but does not certify written translation proficiencies, and as such SFPD members cannot translate text from one language into another as a service for members of the public.
R3	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.



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#	2019- DPA Language Access Working Group Recommendations	Implementation status	SFPD response
R4	Create resources for bilingual officers (bilingual pin, glossaries, opportunities to enhance proficiency, recognition of their services)	Has been implemented	<p>DPA Language Access Working Group provided 2014 USDOJ "Tips for working with telephone interpreters" guidelines.</p> <p>CED reviewed and determined compliance with current telephone interpreter vendor. Furthermore, these resources were implemented in the Interpretation for Law Enforcement course. Bilingual members frequently interact with the Language Access Liaison officer to ensure proper services are provided to LEP individuals.</p> <p>LEP pin design is in progress and will go to the SFPD Uniform Committee for review and approval.</p>
R5	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.	Will not be implemented	<p>Language services provided to the public are based on availability of certified bilingual officers and staffing levels. The department and DPA have not received complaints to suggest an operational need for department-wide wait time monitoring exclusively for LEP individuals.</p> <p>In 2020, per the Language Liaison's request, the telephonic interpretation vendor created District Station and specialized unit codes to track LEP needs per district to improve services. CED will review the data bi-annually to determine district station LEP needs in order to request proper resources.</p>