

# *Annual LAO Compliance Report for FY 2019-2020*

## *Police Department (POL)*

### **SUMMARY OF COMPLIANCE CHANGES**

#### **1.FY 2019-2020**

1. Please provide a summary of all language access changes in your Department since FY 2019-2020.

#### **SUMMARY OF COMPLIANCE REPORT CHANGES & KEY BARRIERS**

A.Explain changes in strategies and procedures, and indicate whether these changes have improved the Departments language access services from the previous year.

<b>Description of Change</b>	<b>Improved Language Access Services?</b>
The SFPD added new policies to identify calls for service which required interpretations or translations; thus to expand the pool of language certifications offered by CCSF DHR.	Yes
Worked with oversight departments to address and improve services provided to LEP individuals.	Yes
Policy implementation to better assist and serve to the deaf and hard of hearing.	Yes
SFPD, with the assistance of OCEIA, expanded professional vendor relationship to assist with translation requests.	Yes

B. Indicate any key barriers that have prevented your Department from achieving your LAO goals and any proposed solutions.

<b>Barriers</b>	<b>Proposed Solutions</b>
COVID-19; Pandemic created limitations on resources as well as ability to conduct or create the expansion of planned training.	Transition to a digital platform.
DHR test continuation during	Explore virtual platform.

Covid 19 restrictions.	
Implement testing and certification beyond the core 5 languages.	Recognition and acceptance of certifications from agencies in addition to DHR (OCA approved).

## II. DEPARTMENTAL GOALS

### 2.Assessment of Progress in Meeting Previous Year's Goals

Please provide an update on how your department is meeting your current goals. These are the goals that your department indicated in last year's report.

SFPD has dedicated personnel to focus on improving and strengthening Language Access for its Limited English Proficiency recipients. Implemented a new mobile application on officers' mobile devices to overcome language barriers. Conducted roll call training at the 10 district stations, including Investigations Bureau and Tactical Unit.

### 3.Goals for Fiscal Year 2020-2021

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2020-2021 (bullet points).

Work with the SFPD Regional Police academy to create and implement Language Access training for all members. Through the state of California, POST certify the Language Access course and making it accessible to public service agencies statewide. Collaborate with other city agencies to strengthen language access.

## III.CLIENT INFORMATION

### 4. Primary/Preferred Language Information

Do you collect and record primary/preferred language data on clients as part of your intake or application process?

Yes

### 5. Data Collection Method

What method did you use to determine the number and percentage of limited English proficient (LEP) persons who actually used your department's services citywide during FY 2019-2020?

*See OCEIA Guidance, Section I*

\* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services. If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

Please provide the method you used to determine the number LEP persons actually served.

- a. ☐ Intake      b. ☐ Annual Survey      c. ☒ Number of telephonic interpretation requests

Description (Optional)

Documented on police reports, calls of service, CAD (dispatch) and other intake forms submitted to the police department.

## 6. Number of LEP Persons who Used Department's Services During FY 2019-2020

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2019-2020:

### *See Guidance, Section I*

\* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services. If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

TOTAL CLIENTS (#)	LEP CLIENTS (#)	LEP CLIENTS BY LANGUAGE (#) ?						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
	30,738	5,354	115	1,581	712	18,699	367	3910 Other

Key: CAN = Cantonese

FIL = Filipino (Tagalog)

MDRN = Mandarin

RUS = Russian

SPN = Spanish

VIET = Vietnamese

Please indicate the number of clients served in other languages:

LANGUAGE	LEP CLIENTS (#)
Amharic	11
Arabic	171
Burmese	12
Cambodian	8
Cantonese	5,354
Farsi	30

French	128
German	40
Greek	15
Hindi	43
Indonesian	17
Italian	31
Japanese	143
Korean	276
Laotian	13
Mandarin	1,581
Mongolian	77
Nepali	44
Other	3,910
Pashto	1
Portuguese	477
Punjabi	22
Romanian	13
Russian	712
Spanish	18,699
Tagalog	114
Taiwanese	4
Thai	51
Tibetan	2
Tigrinya	11
Taishanese	142
Turkish	36
Ukranian	3
Urdu	7
Vietnamese	367
Brazilian Portuguese	208
Serbian	7
Farsi (Persian)	12
Armenian	6
Czeh	1
Hiitian Creole	1
Polish	3
Egyptian Arabic	2
Yemeni Arabic	1
Lingala	1
Lithuanian	1

Dutch	2
Uzbek	2
Kirundi	1
Fante	1
Tongan	1
Karen	1
Hmong	1
Dari	5
Hebrew	1
Bulgarian	1
Samoan	3
Filipino	2
Somali	1
Bengali	1
Latvian	3
Shanghainese	3
American Sign Language	35

#### IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2019-2020

### 7. Translated Written Materials

a) Please indicate how many of the Department's materials (e.g. applications, forms, notices of rights, program material, etc.) have been translated into each of the following languages.

*See Guidance, Section II (a)*

Language	Total Materials	CHN	FIL	RUS	SPN	VIET	Other #1 (specify)	Description
All Translated Materials	65	10	10	10	10		25	Nepali, Arabic & Myan
Number of Vital Documents	60	15	15	15	15			

b) Please list all of the Department's written materials(e.g. applications, forms, notices of rights, program material, etc.) that have been translated, the language(s) into which they have been translated, and the persons who have reviewed the translated materials for accuracy and appropriateness.

*See Guidance, Section II (a)*

Please upload your Translated Materials Log as an Excel file

No file attached



[Download Blank Excel Template](#)

## 8. Telephone-Based Interpretation Services

Describe any telephone-based interpretation services used for FY 2019-2020 (July 1 through June 30). Please include information on call volumes and language use. If your department uses multiple telephone-based interpretation services, which may include LanguageLine Solutions, other vendors, or internal staff, please indicate each on a separate line.

*See Guidance, Section II (b)*

What telephonic interpretation services were used?	Total Call Volume (LEP Clients)	Total Call Volume by Language							Other #1 (Specify)	Other #2 (Specify)
		CAN	FIL	MDRN	RUS	SPN	VIET			
LanguageLine Solutions	5,497	1,105	27	494	118	2,861	138	754		Arabic, Armenian, Amharic, Burmese, Cambodian, Farsi, French, German, Greek, hindi, Indonesian, Italian, Japanese, Korean, Laotian, Mongolian, Nepali, Pashto, Portuguese, Brazilian Portuguese, Punjabi, Romanian, Taiwanese, Thai, Tibetan, Tigrinya, Turkish

## 9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2019-2020(July 1 through June 30)? Please include information on the number of times in-person interpretation was provided in each language .

*See Guidance, Section II (c)*

Total	Number of Times Interpretation Provided, by Language							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
948	51	31	15	21	501	61	268	

Description (Optional)

## 10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2019-2020? Please indicate the number of meetings/hearings and languages provided and whether vendors or multilingual employees were used.

*See Guidance, Section II (d)*

Number of Interpreted hearings/meetings	15
Total Number of LEP Attendees	
Interpretation provided by	<input checked="" type="checkbox"/> Vendors <input checked="" type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation provided in (languages)	<input checked="" type="checkbox"/> Cantonese <input checked="" type="checkbox"/> Filipino <input checked="" type="checkbox"/> Mandarin <input type="checkbox"/> Russian <input checked="" type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other

## V.MULTILINGUAL STAFFING AND TRAINING

### 11. Multilingual Employees

a) How many multilingual public contact employees does your department have, and how many have had their multilingual skills tested and certified by the Department of Human Resources (DHR)? Indicate the language(s) spoken by certified multilingual employees and all multilingual employees.

*See Guidance, Section III (a)*


	Total Number	Number or Multilingual Staff, by Languages						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
<b>Certified Multilingual Public</b>	311	108	19	21	15	148		

<b>Contact Employee</b>								
<b>Total Multilingual Public Contact Employee</b>	120						6	114
<b>All Public Contact</b>	2,909							

Description (Optional)

Please provide a roster of your department's Multilingual Employees (excluding those employees who are self-designated as competent in a language other than English). Use additional pages as needed. See Roster of Multilingual Employees from OCEIA.

<b>ROSTER OF MULTILINGUAL EMPLOYEES</b>				
<b>Name</b>	<b>Title</b>	<b>Office Location</b>	<b>Languages (other than English)</b>	<b>DHR Certified? (Y/N)</b>

Please upload your Roster of Multilingual Employees as an Excel file	Your file is uploaded  <a href="#">Download Blank Excel Template</a>
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b) Assess the number of additional multilingual employees needed in FY 2019-2020 and beyond to meet the requirements of the Language Access Ordinance.

***See Guidance, Section III (b)***

Is the current number of multilingual employees adequate to meet LAO requirements?	If no, indicate the number of additional multilingual employees needed and corresponding language(s)
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No	CCSF DHR testing scope of testing in the core 5 languages creates limitations on certifications.
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If you have indicated that the number of multilingual employees in your Department is inadequate to meet the requirements of the Language Access Ordinance, please state your Department's plans to meet those requirements

Collaborate with DHR and OCEIA to expand certifications beyond the core 5 languages based on LEP needs; data backed research.
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## 12. Employee Development and Training

*See Guidance, Section III (c)*

**a) Which of the following methods does your Department use to verify the quality of multilingual employees' language proficiency skills?**

<input checked="" type="checkbox"/>	DHR multilingual certification
<input checked="" type="checkbox"/>	External certification process
<input type="checkbox"/>	Other method (describe):
<input type="checkbox"/>	Our Department does not have a method to verify the quality of multilingual employees' language proficiency skills

**b) Does your Department offer training for public contact staff on how to provide language assistance services to LEP individuals?**

Yes
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A 10 hours course for DHR qualified members, as well a two hour course for new hired police officers as well other public contact employees.
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## VI. LANGUAGE SERVICE AND COMMUNICATION PROTOCOLS

### 13. Language Access Policies

Please provide a brief summary of your department's procedures for providing services to LEP persons, using the boxes below.

#### LANGUAGE ACCESS POLICIES AND PROTOCOLS

a) Does your department have a written Language Access Policy ?	Yes
b) Please provide a brief summary of the	

policy.	Attached
c) Please upload your department's full Language Access Policy.	Your file is uploaded 
d) Does your department work with clients in crisis or emergency situations ?	Yes
If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other).	domestic violence
e) Does your department have a protocol for serving LEP persons in crisis or emergency situations?	Yes
If yes, please provide a brief summary of your Department's protocol for serving LEP persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs.	<p>SFPD Department General Order 5.20, "Language Access Services for Limited English Proficient (LEP) Persons" policy outlines duties and protocols and procedures when encountering individuals who have Limited English Proficiency (LEP). SFPD qualified bilingual members receive training regarding the various role and procedures which cover topics including but not limited to legal requirements, court procedures, roles, definitions, preferred methods of communication, types of contacts and investigations. Additionally, SFPD supplements policies to ensure best practices or legal updates.</p> <p>In crisis or emergency situations, the SFPD utilizes its qualified members in addition to telephonic vendor services, who can be reached on members mobile devices and have the capability to assist with audio or video interpretations. CCSF / SFPD vendors as well as OCEIA facilitates with translations as well a database of translated documents of recurring incidents.</p> <p>Collaboration with Department of Emergency Management (DEM) to assist with calls for service for response to emergency situations.</p>

## 14. Recorded Telephonic Messages

a) Please list any recorded telephonic messages that are available in languages other than English, and describe the content of recorded messages (e.g. office hours and location; information about programs and services; other types of assistance).

<b>CONTENT OF</b>	<b>LANGUAGE</b> (Mark all boxes that apply)
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<b>RECORDED MESSAGE</b>	<b>CAN</b>	<b>FIL</b>	<b>MDRN</b>	<b>RUS</b>	<b>SPN</b>	<b>VIET</b>	<b>Other (specify)</b>	
Office Hours and Location	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information about Programs and Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

b) Assess the availability and quality of your department's recorded telephonic messages in languages other than English .

*See Guidance, Section IV (a)*

Adequate

**Please explain.**

DEM provides recorded messages in multiple languages as well as TTY for members calling 9-1-1 and non emergency lines. When contacting any of the 10 district stations, the front counters are staffed 24/7 and have the ability to communicate with LEP callers.

## 15. Telephonic Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling telephonic requests for translation or interpretation services.

SFPD utilized qualified department members, telephonic vendors (audio and video capability), and/or contracted vendors for interpretations and translations requests in collaboration with the language access liaison officer. (outlined in section 13).

b) Assess the quality of your department's procedures for handling telephonic requests for translation or interpretation services.

*See Guidance, Section IV (b)*

Adequate

**Please explain.**

In compliance with CCSF Language Access Ordinance and SFPD department policy, members have the capability of contacting the Language Access Liaison to facilitate with translation requests. Interpretation services are available 24/7 via department members and if unavailable, by utilizing a telephonic vendor (outlined in section 13).

## 16. In-Person Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling in-person requests for translation or interpretation services.

SFPD utilized qualified department members, telephonic vendors (audio and video capability) , and/or contracted vendors for translation and/or interpretation services in collaboration with the language access liaison officer.

b) Assess the quality of your department's procedures for handling in-person requests for translation or interpretation services.

*See Guidance, Section IV (c)*

Adequate

**Please explain.**

In compliance with CCSF Language Access Ordinance and SFPD department policy, members have the capability of contacting the Language Access Liaison to facilitate with translation requests. Interpretation services are available 24/7 via department members and if unavailable, by utilizing a telephonic vendor collaboration with the language access liaison officer.

## 17. Public Notices of Availability of Language Access Services

a) For in-person or over-the-counter contacts, please indicate whether there is a notice posted in a public place informing LEP persons of their right to request translation or interpretation, and the languages that this notices is printed in.

Public notice posted informing LEP persons of their right to request language access in the following languages:

<input checked="" type="checkbox"/>	Filipino
<input checked="" type="checkbox"/>	Chinese
<input checked="" type="checkbox"/>	Russian
<input checked="" type="checkbox"/>	Spanish
<input checked="" type="checkbox"/>	Vietnamese
<input checked="" type="checkbox"/>	Other <input type="text" value="Arabic"/>

b) Assess the quality of your department's public notices of availability of language access services.

*See Guidance, Section IV (d)*

Adequate

**Please explain.**

All district stations have displayed signage, which indicates interpretation is available. In addition stations also have a laminated "I Speak" card which has over 250 languages listed to allow an LEP to point and identify their preferred language.

## **VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES**

### **18. Language Services Expenditures in FY 2019-2020**

Please provide the following information on the annual budget and actual expenses for Language Services provisioning.

*See Guidance, Section V (a)*

<b>Language Access Services</b>	<b>FY 2019-2020 Actual Expenses</b>
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$639,600.00
2. Telephonic interpretation services provided by vendors.	\$59,121.62
3. Document translation services provided by vendors.	\$6,449.73
4. On-site language interpretation services provided by vendors.	\$4,944.45
5. Other costs associated with providing language access services (e.g., grants, special programs, other.)	\$0.00
6. Total Language Services Budget (add columns 1-5)	\$710,115.80

### **18 b. Department's Total Operating Budget**

\$692,322,319.00

### **19. Projected Language Services Budget in FY 2020-2021**

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2020-2021 ?

***See Guidance, Section V (b)***

TOTAL	2000000
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Description (Optional)