



Wednesday, May 3rd 2017
Commander David Lazar #971
Community Engagement Division
Language Access

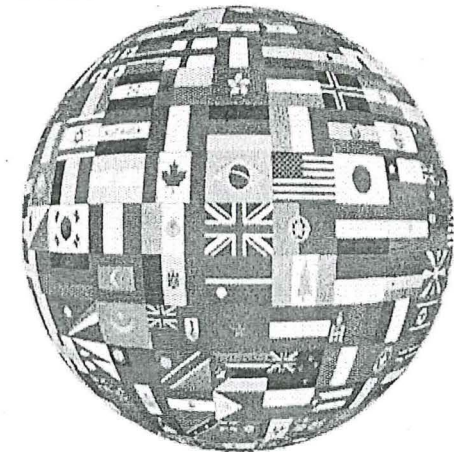
Submitted by
C. Vasquez

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What is your department's approach to language access?

- The San Francisco Police Department takes every reasonable step to ensure timely and accurate communication and access to all individuals regardless of national origin or primary language.
- Officers are committed to providing free language assistance to LEP individuals they encounter or when an LEP person requests language assistance.
- In partnership with the Department of Police Accountability (DPA) and community stakeholders, the Department implemented Department General Order 5.20--a policy to provide language assistance whenever an officer encounters a LEP individual. This Department General Order was created in October 2007.



What accomplishments or best practices would you like to highlight with regard to language access?

The San Francisco Police has made great strides in the area of language access.

As of June 2016,

- 472 Members of SFPD are bilingual.
- 268 of the 472 Members are Certified Bilingual Officers.
- Training time of Academy Recruits has increased from 1 hour to 2 hours during the 8 month basic academy.
- Bilingual community stakeholders are providing LEP training to recruit officers that incorporates role-playing exercises to emphasize practical application skills.
- Limited English Proficiency (LEP) is incorporated in report writing instruction for Academy Recruits.
- Tracking of language access services is now tracked using the report writing system.
- Taking language access to the 21st Century, we currently offer remote video interpretation services at every district station, SFO airport and Special Victims Unit.

What are the challenges or obstacles that get in the way of addressing language access well?

- The largest obstacle of providing language access to the community is logistical. Coordinating the movements of officers to the location where the services are requested.
- Although we are currently tracking and evaluating the results from previous contacts, we are still working on making sure every LEP contact is documented. Documentation is a constant effort throughout the entire department.
- Bilingual re-certification and certification in interpretation are additional projects SFPD is pursuing



مرحبا العالم! Hallo Welt!
Hej Värld! Hello World!
Ciao Mondo
ハローワールド!
¡Holá mundo! 世界您好!
Salut le Monde!



How is your department trying to improve language access and what support is needed?

The San Francisco Police Department is diligently working to make sure that our LEP community has all the possible resources available to them. Through the issuance of new department directives, we feel we are making progress at meeting our goals.

- SFPD meets monthly with DPA & language access advocates to advance language access services and address concerns
- We are currently working on making sure every officer has a department issued phone that can access remote video interpretation services, which include American Sign Language.
- In the near future, we will be training our officers on how to be an effective interpreter.

