

1 [Supporting Language Access for Crime Victims and a Victim Services Language Bank Pilot]

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3 **Resolution supporting strengthening of language access and support for victims of**
4 **crime and the creation of a Victim Services Language Bank Pilot to support most crime**
5 **and hate incident victims who do not go through the criminal justice system and**
6 **require coordinated assistance from both community and city agencies.**

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8 WHEREAS, On April 12, 2020, the Crime Victim Data Disclosure Ordinance File No.
9 191074 authored by Supervisor Gordon Mar was enacted, requiring the San Francisco Police
10 Department to provide quarterly reports on victim data; and

11 WHEREAS, According to the Crime Victim Data Disclosure Ordinance annual report,
12 anti-Asian hate crimes in San Francisco increased by over 567% from 2020 to 2021; and

13 WHEREAS, According to the 2022 Language Access Compliance Summary Report,
14 19.5% of San Franciscans identify as Limited English Proficient; and

15 WHEREAS, Immigrant and Limited English Proficient populations are especially
16 vulnerable to and targeted for crime due to language barriers; and

17 WHEREAS, According to the Department of Police Accountability July 2020 Annual
18 Language Access Report, there were 3602 Limited English Proficient calls for service
19 requiring a SFPD incident report; and

20 WHEREAS, In the 2022 Language Access Compliance Summary Report, a
21 Community Survey was conducted with over 2,000 residents, and a majority of Limited
22 English Proficient respondents (74%) stated that language was a barrier to accessing the
23 services they needed, yet the number of city bilingual staff has declined over 50% from a high
24 of 5,614 staff in 2016-17 to 2,432 in 2020-21; and

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1 WHEREAS, The Human Rights Commission (HRC) Citywide Public Safety Landscape
2 Analysis included a recommendation to: “Collaborate with community organizations to confirm
3 which languages to prioritize for support immediately, incorporating Census data, data from
4 existing service programs, and an equity lens. Ensure that languages that may commonly be
5 considered a ‘dialect’ are not undercounted in this process;” and

6 WHEREAS, The HRC analysis also included a recommendation to: “Coordinate
7 through OCEIA to ensure that City departments provide full access in these languages. In-
8 person specialized interpretation should be readily available for all sensitive or emergency
9 situations (e.g. violence, trauma), and interpreters should be familiar with specific
10 neighborhoods and communities;” and

11 WHEREAS, The Asian Women’s Shelter pioneered a successful language bank of
12 community interpreters, using a Multilingual Access Model that supports Limited English
13 Proficient domestic violence survivors; and

14 WHEREAS, A Victim Services Language Bank Pilot can strengthen language access
15 for crime and hate incident victims, provide dedicated language service specialists, coordinate
16 language assistance and services across departments, and provide grants to Community
17 Based Organizations to provide training for interpreters; and

18 WHEREAS, A Victim Services Language Bank Pilot conducted by the Office of Civic
19 Engagement and Immigrant Affairs can identify best practices and develop a scalable model
20 with metrics to evaluate outcomes and effectiveness of a pilot; now, therefore, be it

21 RESOLVED, That the San Francisco Board of Supervisors urges Mayor Breed and
22 City departments to strengthen language access and support for victims of crime and hate
23 incidents and implement key language access recommendations in the HRC Citywide Public
24 Safety Landscape Analysis report; and, be it

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1 FURTHER RESOLVED, That the San Francisco Board of Supervisors supports the
2 creation of a pilot Victim Services Language Bank to support the vast majority of victims who
3 may not want or have incidents that ultimately go through the criminal justice system and
4 focus on victims that may not typically receive support from the District Attorney’s Victim
5 Services Division, but who require coordinated assistance from both community and city
6 agencies.

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