

BOARD of SUPERVISORS



City Hall  
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San Francisco 94102-4689  
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## MEMORANDUM

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Date: June 20, 2022

To: Tom Paulino, Liaison to the Board of Supervisors, Mayor's Office  
All City Department Directors via Tom Paulino, Liaison to the Board of Supervisors, Mayor's Office

From:  Angela Calvillo, Clerk of the Board of Supervisors

Subject: Supporting Language Access for Crime Victims and a Victim Services Language Bank (File No. 220552)

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On May 17, 2022, the Board of Supervisors adopted Resolution No. 221-22, sponsored by Supervisor Gordon Mar (File No. 220552, Supporting Language Access for Crime Victims and a Victim Services Language Bank); enacted on May 26, 2022.

Please find the attached courtesy copy of the Resolution for your department's information and consideration, which is being sent as directed by the Resolution.

If you have any questions or concerns, please contact the Office of the Clerk of the Board at (415) 554-5184.

c: Members of the Board of Supervisors; Supervisors Gordon Mar, Shamann Walton, Dean Preston, Myrna Melgar, Ahsha Safai, Hillary Ronen  
Andres Power, Mayor's Policy Director  
Susanna Conine-Nakano, Mayor's Office

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

2

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

7

8 WHEREAS, On April 12, 2020, the Crime Victim Data Disclosure Ordinance File  
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

25

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

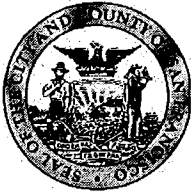
11           WHEREAS, The Asian Women's Shelter pioneered a successful language bank of  
12 community interpreters, using a Multilingual Access Model that supports Limited English  
13 Proficient domestic violence survivors; and

14           WHEREAS, A Victim Services Language Bank can strengthen language access for  
15 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 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; 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  
25

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

**Tails  
Resolution**

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

**File Number:** 220552

**Date Passed:** May 17, 2022

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

May 17, 2022 Board of Supervisors - AMENDED, AN AMENDMENT OF THE WHOLE BEARING NEW TITLE

Ayes: 10 - Chan, Dorsey, Mar, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

Excused: 1 - Mandelman


May 17, 2022 Board of Supervisors - ADOPTED AS AMENDED

Ayes: 10 - Chan, Dorsey, Mar, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

Excused: 1 - Mandelman

File No. 220552

**I hereby certify that the foregoing Resolution was ADOPTED AS AMENDED on 5/17/2022 by the Board of Supervisors of the City and County of San Francisco.**

  
\_\_\_\_\_  
Angela Calvillo  
Clerk of the Board

**Unsigned**

\_\_\_\_\_  
London N. Breed  
Mayor

**05/26/2022**

\_\_\_\_\_  
Date Approved



City and County of San Francisco

Tails

Resolution: 221-22

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

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File No. 220552

I hereby certify that the foregoing Resolution was ADOPTED AS AMENDED on 5/17/2022 by the Board of Supervisors of the City and County of San Francisco.

Handwritten signature of Angela Calvillo
Angela Calvillo
Clerk of the Board

Unsigned

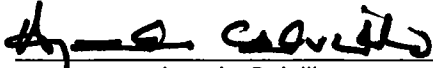
London N. Breed
Mayor

05/26/2022

Date Approved

File No. 220552

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, or time waived pursuant to Board Rule 2.14.2, became effective without her approval in accordance with the provision of said Section 3.103 of the Charter or Board Rule 2.14.2.

  
\_\_\_\_\_  
Angela Calvillo  
Clerk of the Board

05/26/2022

\_\_\_\_\_  
Date