



SAN FRANCISCO POLICE DEPARTMENT
Response to Supervisor Connie Chan
Letter of Inquiry – Victim Services



June 7, 2023

The Honorable Connie Chan
County Board of Supervisors, District 1
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102

Dear Supervisor Chan:

RE: Letter of inquiry from Supervisor Connie Chan dated May 9, 2023

On behalf of the San Francisco Police Department (SFPD), the below information is being provided in response to your letter of inquiry relating to providing services to victims, including those from marginalized communities who may not have the ability or resources to recover from violent encounters.

The main focus of the San Francisco Police Department (SFPD) is to ensure the safety of the public by responding to calls for service, taking incident reports, and investigating crimes either at the district station level, or for more complex cases, through the Investigations Bureau and Special Operations Bureau/Traffic Unit for traffic collisions investigations. As such, the SFPD itself does not specifically have the mechanisms that provide direct support and resources to victims such as advocates, liaisons, or counselors.

However, the SFPD has multiple policies specifically related to how and when members are required to offer and/or refer victims to services in line with local, state, and federal laws. In addition, the Community Engagement Division's (CED) Community Liaison Unit (CLU) and the units within the Investigations Bureau, specifically the Special Victims Unit (SVU), have procedures in place to coordinate with other City departments and outside agencies to provide outreach services and resources to victims and survivors of crimes, which will be explored in further detail below. These partnerships are critical in the quest to provide victims with the resources needed to recover from their experience, whether it be monetary losses or emotional/physical trauma.

In addition, the SFPD strives to work in collaboration with those agencies and organizations who provide direct services to victims and to train our members on the appropriate steps to take to make meaningful and effective referrals to ensure victims/survivors receive services and are not traumatized or victimized further.

It is our hope that the following information provides insight into the efforts of the SFPD when interacting with victims/survivors, protecting their right to privacy, and working in partnerships to provide essential support services. We appreciate your commitment to our City and its residents, visitors, and businesses.

1. What is the number of victims your agency served in 2021, 2022, and to date in 2023?

	2021	2022	2023 01.01 - 05.30.23
REPORT CATEGORY	# of Victims	# of Victims	# of Victims
AGGRAVATED ASSAULT	4,010	4,524	1,627
BATTERY/OTHER ASSAULT	5,733	6,382	2,787
BURGLARY	10,937	9,190	3,569
ROBBERY	3,720	3,752	1,720
LARCENY THEFT	45,899	51,576	18,021
MOTOR VEHICLE THEFT	6,782	6,921	2,846
SEXUAL ASSAULT	862	933	360
VANDALISM	10,941	10,195	3,869
DOMESTIC VIOLENCE	4,178	4,335	1,652
ELDER ABUSE	515	548	239
CHILD ABUSE	678	697	311
GRAND TOTAL	94,255	99,053	37,001

2. What is the demographic breakdown for those victims?

BY RACE/ETHNICITY	2021	2022	2023 01.01 - 05.30.23
RACE/ETHNICITY	# of Victims	# of Victims	# of Victims
American Indian or Alaskan Native	402	410	174
Asian or Pacific Islander	11,327	12,867	5,014
Black	7,128	7,386	2,873
Hispanic or Latin	11,276	12,027	4,980
OTHERS	36,447	36,473	13,181
Unknown	4,288	4,406	1,619
White	23,387	25,484	9,160
Total	94,255	99,053	37,001

BY GENDER/IDENTITY	2021	2022	2023 01.01 - 05.30.23
GENDER/IDENTITY	# of Victims	# of Victims	# of Victims
Female	29,555	31,606	11,779
Male	39,815	41,979	15,349
Non-Binary	33	43	28
Others	24,377	24,909	9,615
Unknown	475	516	230
Total	94,255	99,053	37,001

BY AGE	2021	2022	2023 01.01 - 05.30.23
AGE	# of Victims	# of Victims	# of Victims
0-17	3,039	3,595	1,574
18-29	17,953	18,756	6,920
30-39	19,659	20,377	7,327
40-49	14,118	15,116	5,528
50-59	10,941	11,347	4,309
60+	9,483	10,217	3,960
Unknown	19,062	19,645	7,383
Total	94,255	99,053	37,001

A more detailed breakdown of the information is included in Attachment CC.

3. What services have been provided to the victims your agency has served?

Although the SFPD does not provide services such as counseling, housing, or compensation directly to victims, our main focus is to respond to calls for service, gather accurate and pertinent information to include in incident reports, thoroughly investigate all cases, and to protect victims/survivors from being further victimized. Policies and procedures are everchanging to incorporate updates to laws and recommendations from advocates and stakeholders (including the Police Commission and Department of Police Accountability), as well as to reflect current trends and best practices in law enforcement.

To ensure all members are trained and have the knowledge and skills to provide meaningful services to, it is important to note that sworn law enforcement officers in California are required to receive extensive training beginning with the successful completion of a certified Police Academy, which the SFPD operates its own academy. California requires a minimum initial training for sworn officers of 664 hours. Currently, the SFPD Academy is 32 weeks for a total of 1,280 hours. However, the next scheduled academy and those in the future will be 34 weeks for a total of 1,360, which is over double that of the California minimum.

The established curriculum for academies encompasses those requirements established by the California Commission on Peace Officers Standards and Training (POST) and follows, in most cases exceeds, their mandated modules which include lessons in all of the above subjects discussed. Following graduation from the Academy, sworn officers complete a Field Training Program followed by a probationary period in patrol before being assigned to their permanent station.

In addition, all sworn officers are then required to complete 80 hours of advanced officer training every two years which includes instruction on “perishable skills.” Again, the SFPD goes beyond the 80-hour requirement and ensures all officers continue their education in law enforcement skills and knowledge by providing ongoing training in hundreds of different subjects and current topics including implicit bias, the duty to intervene, 4th Amendment rights, strategic communication, LGBTQI+ community awareness, and community policing.

The course listings can be found on the POST website at [California POST Course Catalog](#).

And, when new policies or procedures are implemented, including Department General Orders, training is developed and provided to all officers, and civilian members as appropriate, either in a classroom setting for more comprehensive policies (i.e., DGO 5.01, Use of Force) or through roll-call training done at the station level. This level of skill, knowledge, and experience is essential to provide professional, skilled service to this city.

The following information provides an overview of the policies and procedures in place that speak directly to the rights of victims.

Victim of Violent Crime Act

One of the most important policies focusing on providing for victims is Department General Order (DGO) 6.19, Victim of Violent Crime Notification (Attachment A). This policy was implemented to administer the Victim of Violent Crime Act (Cal. Government Code §13959 et. seq.) and outlines the policy and procedures members are required to follow to adhere to State law. Every police facility is required to prominently display informational signs giving notification of the Victims of Violent Crime Act, and forms are available in numerous languages to assist victims through the process of applying for victim compensation.

Patrol Officer Responsibilities

As part of the California Victims' Bill of Rights Act of 2008, when an individual becomes a victim of a crime, the responding officer, upon taking an incident report, is required to provide the victim with a Marsy's Rights Card/Victim Rights notification (Attachment B). This complies with California Penal Code sections 679.026(b) and 679.026(c), and applies to victims of all crimes – infractions, misdemeanors, and felonies. This card is not only required to be provided to the direct victim of the crime, but also to the person's spouse/significant other, parents, children, siblings, guardian, or other lawful representative. The card, which is available in the City's identified core languages, provides information related to the rights of victims as well as resources available to them.

Per Department Notice 20-126, Department-Issued Business Cards and Reportee Follow-Up, members are required to provide members of the public with a Reportee Follow-Up Form (Attachment DD, SFPD Form 105) in the appropriate language to anyone who makes an incident report or who may have information related to an incident (i.e., a witness). This form indicates the district in which the incident occurred and/or assignment of the officer, the incident case number, how to obtain a copy of the police report, contact information for the officer, as well as other resource contact information.

Investigations Bureau/Special Victims Unit

The SFPD's Special Victims Unit (SVU) was redefined in 2011 realigning various units of the Investigations Bureau – including Sexual Assault, Domestic Violence/Elder Abuse, Mission Persons, and Human Trafficking – under one roof in order to provide specialized services with a focus on victim support. At that time and since, the SFPD has had a partnership with La Casa de las Madres (La Casa) (Attachment C) with the goal of providing survivors of domestic violence and their families with

services, including immediately in the form of obtaining Emergency Protective Orders. La Casa continues to maintain office space at the SFPD's SVU office for ease of access to survivors and offers crisis response and support services including counseling and shelter to domestic violence victims.

Currently, SVU has 40 investigators who are all specially trained to handle sexual assault investigations and are cross trained in domestic violence response. Investigators, through an on-call basis, are available 24-hours a day to immediately respond to and investigate sexual assault and domestic violence cases, as well as other sensitive crimes including child and elder abuse. SVU investigators also review non-arrest and misdemeanor cases and forwards them to the District Attorney if warranted. The SFPD also investigates cases in which arrests have not been made.

Department policy on these types of crime outline not only the procedures members must follow for responding to and the investigation of incidents, but the role the investigator plays in the process of support to victims/survivors. These policies include requirements on the treatment of injuries, referral to services, providing information on a wide range of protective orders, and the training required for sworn officers.

Sexual Assault Incidents

In addition to DGO 6.19, Victim of Violent Crimes, the SFPD has several policies specifically addressing members' responsibilities to provide assistance to victims/survivors of sexual assault beginning with DGO 6.16, Sexual Assaults (Attachment D). Furthermore, the SFPD strictly adheres to the California Sexual Assault Victim's DNA Bill of Rights and requires members to not only refer survivors to a rape/sexual assault counseling center, but to provide the Sexual Assault Victim's DNA Bill of Rights card which includes additional resource referral information (Attachment E).

When responding to a sexual assault, Patrol officers offer the victim, more appropriately referred to as a survivor, with the opportunity to provide a Sexual Assault Evidence Kit (SAEK) at Zuckerberg San Francisco General Hospital and Trauma Center (SFGH) collected by a trained forensic nurse. In compliance with department policy and procedures (Attachment F, Crime Lab Unit Order 19-001 and Attachment G, SVU Unit Order 16-002), the SAEKs are collected promptly. This evidence is required to be submitted to the Crime Lab within five days of the incident for DNA processing. The Crime Lab creates a DNA profile, if able, and uploads qualifying DNA profiles into CODIS within 120 days. All SAEKs are processed regardless of the circumstance (i.e., absence of known suspect information), and the SFPD's average processing and submittal turnaround is currently 29 days. There currently is no backlog of SAEKs waiting processing -- meaning all SAEKs have been processed, analyzed, and entered into CODIS if applicable.

In an effort to provide the best possible service to all victims/survivors, all district station members are required to adhere to Department Bulletin 21-174, Sexual Assault Survivors at District Stations (Attachment H). The focus of this policy is to ensure those victims/survivors who are Limited English Proficient (LEP) receive the same level of service as English-speaking victims/survivors. The policy outlines the steps members shall take including providing a certified bilingual officer or qualified interpreter to assist throughout the process.

All incidents of sexual assault are investigated by members assigned to SVU. Throughout the investigation of a sexual assault incident, investigators strictly adhere to the Sexual Assault Victim's DNA Bill of Rights by contacting the victim/survivor as required throughout the course of the investigation. Victims/survivors are notified if a hit has been made in CODIS or a genetic profile has been developed. SVU investigators maintain constant communication with DV and sexual assault victims/survivors while the case remains open. SVU investigators will refer victims/survivors to the DA's Office Victim Services for any further assistance.

Per Police Commission Resolution 16-28, the SFPD is required to report to the Police Commission twice a year as to the department's efforts to comply with the tenets of the DNA Bill of Rights. The resolution and example of the report is attached (Attachment I).

Working in partnership with advocates and stakeholders, the SFPD implemented policies to comply with California Family Code §6228. The victim/survivor or their representative is entitled to receive a copy of an incident report for the alleged crimes of domestic violence, sexual assault, stalking, human trafficking, and abuse of an elder or dependent adult within five working days of the request, free of charge, unless good cause for delay exists. If good cause exists, reports shall be released no later than ten working days after request is made. The SFPD's Crime Information Services Unit (CISU) at 1-415-575-7232 can be contacted for assistance.

The quality of services provided to victims/survivors are reviewed by the Sexual Assault Response Team (SART) that includes a coordination of efforts with our external partners including the Child and Adolescent Support Advocacy and Resource Center, Rape Treatment Center, District Attorney's Office, SF Women Against Rape, UCSF Trauma Recovery Center, and the SF Medical Examiner's Office. Monthly meetings are held with members of SART to discuss thoughtful solutions to concerns and issues and how to improve the services and support available to victims/survivors. Additional information is online [San Francisco Sexual Assault Response Team - Division of Trauma Recovery Services](#).

Domestic Violence Incidents

Following the initial response by Patrol officers to calls of suspected domestic violation, cases are referred to SVU for a more in-depth investigation. Centralizing the responsibility for these investigations allows for a more effective coordination of services for victims/survivors. As mentioned earlier, the SFPD has a partnership with La Casa as well as the Asian Women's Shelter (Attachment J) to assist with providing these vulnerable victims, as well as their families, with the needed resources following an incident.

In addition, the SFPD is a member of the Domestic Violence Multi-Disciplinary Team in partnership with the Department on the Status of Women, the District Attorney's Office, Black Women Revolt Against Domestic Violence, and La Casa. Through this collaboration, the Domestic Violence Lethality Assessment Program was developed and implemented originally in the Bayview district (Attachment K).

The overall tenets of the Lethality Program were included in the updated policy, DGO 6.09 Domestic Violence (Attachment K), which was approved by the Police Commission in November 2022. This

included an update to the Domestic Violence Manual (Attachment M) which serves as a training resource for all sworn members responding to calls for service involving a possible domestic violence situation.

These updated policies and procedures were developed through a very concentrated and detailed process with members of the community, identified stakeholders, organizations providing victim services, subject matter experts, other City agencies, and the SFPD.

Investigations Bureau/Violent Crimes – Homicides and Gun Violence

The Investigations Bureau has the responsibility to investigate all homicides and injury shootings. Homicide cases are unique in that the victim is deceased. However, the SFPD considers the victim's families as the survivor/victim, and as such, has protocols in place to provide assistance and services in these incidents (Attachment N).

The SFPD expanded our Cold Case Unit to specifically evaluate those cases that have not been solved to determine if there is new or existing evidence that can be re-examined, and more importantly, to keep in contact with the survivor/victim. In addition, the SFPD facilitates collaborative meetings with the Department of Public Health and the survivors/victims to provide updated information and services. Homicide and cold information are posted on the SFPD website.

The Homicide Unit just completed a project that made the site more user friendly, and expanded the postings to include additional information on the individual case, rewards offered, and the investigator currently assigned to the case [Homicides and Cold Cases | San Francisco Police Department](#).

For shooting victims, the SFPD participates in several partnerships in an effort to not only provide services to victims, but to address the underlying factors of gun violence to develop strategies to reduce this criminal activity. This includes participation on the Street Violence Response Team (SVRT) as part of the Street Violence Intervention Program (SVIP) through the Mayor's Office of Violence Preventions Services. This partnership includes the Mayor's Office, the SFPD, Adult Probation, Juvenile Probation, DPH, Housing Authority, District Attorney's Office, SF Unified School District, and faith-based community leaders.

SVRT meets weekly to review incidents and develop strategies to address the violence and the impact on victims. However, following a critical incident such as a shooting or homicide, the Crisis Response Team begins working immediately.

In addition to the SFPD responding to the incident and having the responsibility to investigate the crime, the below chart outlines the responsibilities of key partners following a violent critical incident.

Department of Public Health

- Respond to homicides/critical incidents either at the scene or hospital
- Engage with and support family/victims
- Provide support services – 24/7
- Act as liaison between the SFPD and hospital staff
- Link to Victim Services

District Attorney/Victim Services

- Crime scene cleanup
- Funeral/burial expenses
- Home/vehicle modifications if victim becomes disabled
- Income loss
- Medical/dental/mental health services
- Relocation
- Home/residential security

San Francisco Police Department

- Investigate homicide/critical incident
- Follow-up with victims/survivors on status of case
- Coordinate victim services with partners

Community Engagement Division/Community Liaison Unit (CLU)

The Community Engagement Division (CED) proactively engages with the community to build relationships to better serve our City. Working directly with the district stations through individually assigned liaisons, members are able to provide outreach to victims on an ongoing basis. CED also works with community-based organizations, faith leaders, and the San Francisco Safety Awareness For Everyone ([SF SAFE](#)) to develop strategies, provide outreach, and offer services to those in need.

CED also houses the Community Liaison Unit (CLU). A relatively new unit, the main focus of CLU is to foster relationships and to provide support and outreach to victims of historically marginalized communities especially following prejudice-based incidents involving serious bodily injury or life-threatening injuries. CLU will follow up with victims of hate crimes, prejudice-based incidents, and violent crimes involving marginalized communities.

When a crime occurs in which a vulnerable member of the community such as the elderly or Limited English Proficient individual becomes a victim, the incident is referred to CLU. There, the case is reviewed and a plan for outreach and support is developed including contacting various victim resource partners in the community who may be able to assist the victim. A member of CLU contacts the victim and/or their family and offers various options and resources that can help to alleviate the impact the criminal act had on the victim. Partners in this initiative include the Community Youth Center (CYC), the District Attorney's Victim Services, community groups, and victim organizations.

As of May 21, the below tables reflect the outreach done by members assigned to CLU.

Outreach By Month	2022 TOTAL	2023 YTD
January	8	20
February	9	23
March	6	24
April	9	15
May	14	13
June	11	
July	6	
August	13	
September	14	
October	10	
November	12	
December	12	
Total	124	95

Outreach Race/Ethnicity	2022 Total	2023 YTD
African American	14	5
Asian	80	50
Caucasian	15	20
Latin	15	18
Muslim	0	0
Other	6	5
Total	130	98

Incidents w/AAPI Victims	2022 Total	2023 YTD
Home Invasion	37	3
Robbery	394	210
Assaults	1112	461
Burglary	1276	463
Total	2819	1137

4. List your agency’s protocol to ensure victim privacy.

The SFPD adheres to all local, state, and federal laws in releasing information to the public under the City’s Sunshine Ordinance, California Public Records Request Act and other open government laws including the identifying information of victims.

To ensure the privacy of victims, the SFPD adheres to several California Government Code (GC) sections including GC §7923.600(a) which allows for the redaction or non-release of records of complaints to, investigations conducted by, or records of intelligence information or security procedures compiled by local police agencies when conducting an investigation. This also allows for the withholding of information related to juveniles.

Additionally, GC §7923.615(a)(1) and 7923.615(b)(1) allow for victim information of specific crimes including sexual assaults and domestic violence to be withheld. And Evidence Code §1040 allows for information to be withheld if disclosure of the information is against the public interest because there is a necessity for preserving the confidentiality of the information that outweighs the necessity to disclose the information.

In the field, Patrol officers respond to incidents/calls for services and follow policies that require specific confidentiality. For example, victims of domestic violence or sexual assault can request

confidentiality at the time an incident report is taken. If this occurs, the victim/survivor's name and identifying information is not included in the report and a box marked "Confidential" on the cover page of the incident report is checked. When the "Confidentiality" box is marked, "CONFIDENTIAL" in red across each page of an incident report is generated (Attachment O).

All other divisions/units of the SFPD, including the Crime Information Services Unit (Records) and Legal Division adhere to protocols established by the aforementioned local and state laws. DGO 3.16, Release of Police Reports, (Attachment P) outlines who is authorized to receive police reports and under what circumstances. This policy complies with San Francisco Admin Code §67.27 and California Government Code. In addition, all confidential data, information, and materials is disposed of following strict guidelines that follow FBI, US and California Department of Justice, and local mandates (Attachment Q).

It is important to note that after a case is closed, the Sunshine Ordinance requires complete disclosure, except that it still permits the department to withhold the following [S.F. Adm. Code, § 67.24 (d)]: a. Witnesses names and addresses (alphabetical letters should be substituted), except that the state law requires release when this information is requested by a victim, the victim's representative, or an insurance carrier that might be liable. (Cal. Gov. Code 7923.600(a)).

Below are examples from department policies that specifically speak to victim privacy.

- DGO 6.09, Domestic Violence, Pg. 10, Section 3: *Members shall offer confidentiality to victims of domestic violence. If the victim requests confidentiality, members shall check the "confidentiality requested" box in the Victim Reporting Section of the incident report.*
- DGO 6.16 Sexual Assaults, Pg. 3, Section 3: *CONFIDENTIALITY OF PUBLIC RECORDS. Penal Code Section 293.*
- DGO 6.19, Victim of Violent Crime Notification, Pg. 1, Section B: *Victim Services...relocation.*
- Department Notice 21-038, Disposal of Confidential Information.
- DGO 5.22, Interacting with Transgender, Gender-Variant, and Nonbinary Individuals - *J. Protection of Privacy Information regarding an individual's TGN status should be kept on a need-to-know basis to ensure the privacy and confidentiality of the TGN individual is respected.*

Additionally, DGO 10.11, Body Worn Cameras (Attachment R), and DN 23-045, Activation of Body Worn Cameras (Attachment S) address when members are not allowed to activate or need to terminate the recording of body worn cameras to protect confidentiality.

5. What is your agency's protocol to prevent misgendering and deadnaming transgender victims?

The City and County of San Francisco adopted the Gender Inclusion Policy, and all City departments are required to comply with that policy (Attachment T).

In 2018, the SFPD developed a policy, DGO 5.22, Interacting with Transgender, Gender-Variant, and

Nonbinary (TGN) Individuals (Attachment U) which was approved by the Police Commission. At that time, all forms used throughout the department were updated to include expanded designators beyond using the gender-specific male or female (Attachment V).

The policy and associated training outline acceptable forms of addressing, identify, and interacting with TGN individuals. It requires that all members address TGN individuals by their preferred name and by pronouns appropriate to their gender identity such as he, she, or they. In addition, members are not allowed to make assumptions about an individual's sexual orientation based upon an individual's gender expression or identity.

The policy also provides guidelines on the appropriate enforcement actions that are allowed when interacting with TGN individuals such as conducting a search, transporting a detainee, and appropriate holding cell placement.

Other policies related to interacting with TGN individuals include DGO 2.01, General Rules of Conduct, Section 14 which states that when acting in the performance of their duties, while on or off duty, members shall treat the public with courtesy and respect and not use harsh, profane, or uncivil language. Members shall also address the public using pronouns and titles of respect appropriate to the individual's gender identity as expressed by the individual.

DGO 5.17, Bias- Free Policing Policy (Attachment W), states that members are charged with protecting the rights for all people, regardless of race, color, ethnicity, national origin, age, religion, gender identity or expression, sexual orientation, mental or physical disability, or socio-economic status. Police action that is biased is illegal and violates these rights. Biased policing is unsafe, unjust, and ineffective. It also alienates the public, fosters distrust of police, and undermines legitimate law enforcement efforts.

Training Provided to Officers for Interacting with LGBTQI+ and TGN Individuals

The SFPD expects that officers be professional, reasonable, and respectful. Numerous SFPD trainings are held regarding tactful discretion, and this skill comes in a wide range of interactions with the public especially as it relates to LGBTQI+ and TGN individuals.

At the Academy, officers are provided instruction on "Interacting with Gender Diverse People and Sexual Orientation Minorities," which has been taught for over 10 years. The training was developed using national standards by several experts in the field, including an SFPD officer who has been an advocate for the LGBTQI+ and TGN community throughout his career. The material includes curriculum specific to "Misgendering" and "Deadnaming" of individuals with a focus on victims.

Some of the information officers learn through their training is reflected below and has been provided by the lead instructor. This training exposes officers to legal requirements, how to request specific required information while remaining sensitive to the individual, and circumstances that make it difficult to ascertain the preference of the individual (self-identification).

Legal Documentation:

Officers have the authority to ask for “legal” name, date of birth, and supporting documentation such as ID cards, when legally appropriate. Officers may ask if any other names have been used (Also Known As: AKA) for appropriate investigative purposes. These questions are rudimentary and required in all investigations regardless of gender identity. Officers are taught to refer to the person as they identify, and if legal documentation is required, the legal name and correlating legal information is put into the report. If the victim identifies differently than the legal information, then that information also may be included in the report when relevant.

Relevancy/ Privacy:

Some people are not "out" to all about their gender identity, and there are various personal scales of privacy regarding name and pronouns. These scales may be fluid and shift over time and place for various reasons (religion, country of origin, family, culture, etc.). Gender identity can be extremely personal and not everybody feels safe sharing that information with government officials or those within earshot. Some people prefer to have their legal information in a police report and not include their personal/private information.

Cannot Self-identify:

There are time sensitive and problematic instances where a person may be reported missing or deceased, and therefore, that individual cannot “self-identify.” This means invariably the identification of the individual (missing/victim/deceased) is dependent upon the reporting party’s perception (co-worker, family member, friend, partner, etc.). Unfolding emergency/exigent situations where time is limited and or victim is unable to communicate (such as victim of vehicle collision, traumatic injury, mentally unstable, unconscious, etc.), disabilities, and language barriers may also slow down effective/efficient communication regarding self-identity.

Handout in class (attached):

LGBTQI+ Resource Guide (Attachment X)

Brochure, Tips for working with Transgender Coworkers" (Pamphlet created by Transgender Law Center) (Attachment Y)

6. What is your agency’s protocol to provide victim services with cultural and language competency?

In tandem with the City’s Language Access Ordinance, the SFPD developed policies and procedures to address the needs of individuals who are limited English proficient (LEP) as well as for those who are deaf and hard of hearing. In addition, the SFPD publishes information on our website, [“Guide to Language Assistance Services | San Francisco Police Department,”](#) which includes information in the five core languages

The SFPD is required to not only submit an annual report to the LAO, but a separate annual report is provided to the Police Commission detailing our efforts, complaints received, and actions to implement recommendations provided by the Department of Police Accountability’s Language Access Working Group (Attachment Z).

As communications is integral to providing services to victims, these policies are very detailed and were drafted with the input and support of community advocates, identified stakeholders, subject matter experts, other City agencies, and the SFPD.

The SFPD's protocol to provide victim services with cultural and language competency is outlined in DGO 5.20, Language Access Services for LEP Persons (Attachment AA). Members are required to take all reasonable steps to ensure timely and accurate communication and access to all individuals regardless of national origin or primary language. Free language assistance is provided to LEP individuals when requested by an individual or a member becomes aware of the need. If immediate translation services are not available or will be delayed by use of a certified SFPD member or qualified interpreter, the SFPD uses the Language Line to communicate with an LEP individual.

All district stations are required to have signage in the City's core language as well as all forms and brochures produced by the SFPD are translated into these languages.

In an effort to ensure all SFPD members are properly trained in these guidelines, periodic training is provided to members in LEP policies, how to access both in-person and telephone interpreters, and how to work with interpreters. This training is conducted for new recruits, at in-service training, and at roll calls at least every two years.

The SFPD has collaborated with the Department of Emergency Management (DEM) to improve response and tracking of calls for service involving LEP individuals. DEM has designated "LEP" (Limited English Proficiency) as a secondary code when a call requires language interpretation services. Officers are required to follow up with DEM to advise whether interpretation services were provided and to indicate the language in CAD at the conclusion of the call.

As mentioned above, the Community Liaison Unit (CLU) was created specifically to meet the needs of marginalized communities, including those who are limited English proficient. CLU is staffed with members who are not only sensitive to their needs, but who are specially trained and/or are bi- or multilingual.

In September 2020, after an extensive development and research phase with advocates, the Police Commission approved the department's policy DGO 5.23, Interacting with the Deaf and Hard of Hearing (Attachment BB). Under the Americans with Disabilities Act of 1990, the SFPD has an obligation to provide the same level of service to all individuals including those with limited or no hearing. Research also shows that individuals with disabilities are at a higher risk to become victims of crimes, so it was essential that this policy and associated training be developed.

7. Status update on the implementation of the JUSTIS integrated data and technology program.

The City's Department of Technology, under the direction of the County Administrator's Office, is the lead agency in the JUSTIS Project ([JUSTIS Council | San Francisco \(sf.gov\)](#)). The SFPD has an appointed representative that participates in the ongoing project; however, it is suggested that any update on the implementation of JUSTIS be referred to COIT for more information.

8. Status update on the implementation of the Office of Victim and Witness Rights.

Proposition D, Office of Victim and Witness Rights was approved by the voters in June 2022. The proposed ordinance was designed to establish a new City department, and as such, the SFPD would suggest this information be requested from the Board of Supervisors or the Office of the Mayor.

9. In the event of a specific group, such as the homeless community or Asian community, becoming targets of violent crimes, what is the protocol for public notification?

Generally, the SFPD does not disclose individual investigative steps as the confidentiality of investigations is crucial in most instances. Each investigation is unique, is approached differently, and is guided by the details and information that have been collected. The SFPD balances the safety of the community with the integrity of the investigation, and under Government Code §7923.600(a), dissemination of information on open or active investigation(s) is limited.

However, if there is a recognizable trend of a specific criminal activity, the SFPD has deployed strategies to notify the community in the past. For example, for several years, the AAPI community had been victimized by groups of criminal gangs with a focus on elderly Chinese in a series of thefts known as the “blessing scams.” Once identified as a serial criminal activity, the Investigations Bureau worked alongside the District Attorney’s office, SF SAFE, and the community to develop outreach materials including an information video that was distributing through social media, traditional media, media within the Chinese community, and at community centers servicing the AAPI population. The video is available online [SFPD Blessing Scam - YouTube](#). Through these efforts, enforcement strategies, and thorough investigations, the SFPD was successful in identifying and arresting several suspects for these crimes, many of whom were identified as committing these crimes in major cities throughout the country.

The district station Captains hold monthly meetings with their Captain’s Police Advisory Boards (CPAB) and coordinate meetings at their station which are open to the general public. The purpose of these meetings is to exchange ideas, concerns, and address issues of those who live in their respective districts. In addition, the Captain and their staff routinely attend meetings within the community to address public safety concern and trends providing information and tips to avoid being victims. The Captains also produce weekly newsletters and are active on social media outlets such as Twitter and Facebook providing information about current crime trends, areas of concerns, and community events.

As mentioned earlier, the SFPD works in coordination with SF SAFE ([SF SAFE](#)). SAFE staff communicate directly with the district Captains and provide support and resources for their community. SAFE staff coordinates activities and quarterly meetings of the Community Police Advisory Boards to discuss issues of concern. An example of community outreach orchestrated by SAFE in coordination with the SFPD was the Park Smart program which was developed following a dramatic increase in vehicle break-ins throughout the city [Park Smart – SF SAFE](#).

If you have additional questions, please contact Policy and Public Affairs Director Diana Oliva-Aroche at 415-837-7123, or email to diana.oliva-aroche@sfgov.org.

Sincerely,


WILLIAM SCOTT
Chief of Police

/cf/rm

Attachments:

Attachment A: DGO 6.19, Victim of Violent Crime policy
Attachment B: Marsy's Card
Attachment C: MOU – La Casa de las Madres
Attachment D: DGO 6.16, Sexual Assault
Attachment E: DB 18-082, Sexual Assault Form 540
Attachment F: DB 17-114, DNA Victim Bill of Rights
Attachment G: SVU Unit Order 16-02, Sexual Assault Investigations
Attachment H: DB 21-174 Sexual Assault at District Stations
Attachment I: Police Commission Resolution 16-28, Sexual Assault Evidence Kits
Attachment J: MOU – Asian Women's Shelter
Attachment K: DV Lethality Program
Attachment L: DGO 6.09, Domestic Violence
Attachment M: Department Manual 26, Domestic Violence
Attachment N: Unit Order 21-01, Cold Case
Attachment O: Confidentiality Form
Attachment P: DGO 3.06 Release of Police Reports
Attachment Q: DN 21-038, Disposal of Confidential Information
Attachment R: DGO 10.11, Body Worn Cameras
Attachment S: DN 23-045, Activation of Body Worn Cameras
Attachment T: CCSF Gender Inclusion Policy
Attachment U: DGO 5.22, Interacting with Transgender, Gender-Variant, and Nonbinary Individuals
Attachment V: DB 18-032, Nonbinary Gender Code
Attachment W: DGO 5.17, Bias-free Policing
Attachment X: LGBTQI Guide
Attachment Y: Tips for Coworkers
Attachment Z: 2022 Annual LEP Report
Attachment AA: DGO 5.20, Language Access
Attachment BB: DGO 5.23, Interacting with Deaf and Hard of Hearing
Attachment CC: 2021 – 2023 Victim Demographics
Attachment DD: Department Notice 20-126, Department Issued Business Cards