



# DEPARTMENT NOTICE


20-162  
11/09/20

## **Department General Order 6.19 “Victim of Violent Crime Notification” Update Packet #69**

The purpose of this directive is to announce the revised Department General Order 6.19, Victim of Violent Crime Notification, adopted by the Police Commission on November 4, 2020.

Members are expected to have a working knowledge of all directives as applicable to their respective assignment and comply with their provisions, per DGO 3.01.12. Members shall obey all written orders, policies and procedures of the Department, per DGO 2.01, Rule 10.

Department General Order update packet #69 is attached to this notice and is available to members on the PowerDMS site.

  
WILLIAM SCOTT  
Chief of Police

*Per DN 20-150, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be made to [sfpd.writtendirectives@sfgov.org](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional information.*

## **Victim of Violent Crime Notification**

### **6.19.01 PURPOSE**

The purpose of this order is to coordinate and administer the Victim of Violent Crime Act (Cal. Govt. Code 13959 et. seq.), and establish procedures for the notification of victims and the processing of forms.

### **6.19.02 POLICY**

- A. **COORDINATION AND ADMINISTRATION.** The San Francisco Police Department coordinates a program with the District Attorney's Office Victim Services Division (VSD) to administer the Victim of Violent Crime Act in San Francisco. The Police Department is responsible for notification and referrals, and the Victim Services Division is responsible for the administration of services.
- B. **VICTIM SERVICES.** District Attorney's Office Victim Services Division (VSD) provides assistance with and/or referrals to:
- Crisis support services and counseling
  - Guidance in navigating the criminal justice system and providing case information
  - Emergency assistance: relocation, transportation and safety planning
  - Referral to local resources and services- employment, medical/dental, mental health, housing and childcare
  - Funeral and Burial expenses

Victims may also be eligible for Victims of Crime Compensation to help pay for expenses including:

- Medical and dental treatment
- Mental health services
- Income loss
- Home security
- Relocation

The Victim Services Division does not reimburse for lost or stolen cash or property, property damage or loss due to fraud.

- C. **POSTING OF NOTICES.** Every police facility open to the public shall prominently display in public view a sign(s) giving notification of the Victim of Violent Crime Act, contact information for the Victim Services Division and that

Crime Victim Compensation Forms are available in numerous languages including Arabic, Chinese, Filipino, Korean, Punjabi, Russian, and Spanish at the California Victim Compensation Board website at:  
<https://victims.ca.gov/victims/howtoapply.aspx>.

1. The facility shall also have a supply of required Application for Crime Victim Compensation forms provided by the California Victims Compensation Board (form VCGCB-VCP-005 Rev. 10/2017) for distribution to any person wishing to file for compensation.

### 6.19.03 PROCEDURES

- A. **DUTIES OF MEMBERS.** Members assist victims of violent crimes by providing them a Crime Notification Form (SFPD 369) as part of the Victim Services Division.
- B. **NOTIFICATION.** When conducting a preliminary investigation of crimes relating to the following categories: violent crime, personal injury or death, members are to follow these procedures:
1. Give the victim or their family a Victim of Crime Notification form (SFPD 369) and explain the scope of the program.
  2. The Victim of Crime Notification Forms are available in English, Spanish, Chinese, Tagalog and Russian.
  3. All written forms and notices shall be provided to victim(s) in their preferred language when available. Instances where the forms are not available in the LEP individual's preferred language or a case of illiteracy, members shall revert to practices outlined in DGO 5.20 Language Access Services for Limited English Proficient (LEP) Persons.
  4. If an LEP victim requires a translated version of Form 369 in their preferred language, members shall contact the Department's Language Access liaison to facilitate with this request.
  5. Instances where an incident report is prepared regarding an incident involving an LEP individual, it shall identify their preferred language; identify the means of interpretation; the manner in which interpretation services were provided in compliance with DGO 5.20.
  6. Check the "Victim of Crime Notification" box on the incident report to signify the Form 369 was provided. If you are unable to furnish the victim or their family with the notification, state in the narrative of the incident report the reason the notification was not made.
- C. **DUTIES OF INVESTIGATORS.** Sergeants and Inspectors assigned to investigate a violent crime should remind the victim and/or victim's family of the resources available through the Victim Services Division and note referral in the chronological or record of investigation.

1. Any change or update in a victim's contact information on an assigned investigation should be relayed to the Victim Services Division and noted in the chronological or record of investigation.

References:

DGO 6.09, Domestic Violence

DGO 5.20 Language Access Services for Limited English Proficient (LEP) Persons

Domestic Violence Referral Card (SFPD 142)

Victim of Crime Notification form (SFPD 369) attached

## Victims of Crime

The San Francisco Victim /Witness Assistance Program is a Special project to assist victims of crime in many ways by providing:

- Assistance and emotional support.
- Referral services. (If V/WAP cannot provide the aid you need, it can put you in touch with those who can.)
- Help to eligible victims in applying to the State Victims' Compensation Fund if you are a California resident and as a direct result of a crime of violence:
  - You have been physically injured (including domestic violence or sexual assault).
  - You lost wages or income due to time off work.
  - Someone you have been legally dependent upon for support has been physically injured or died.
  - You have legally assumed or voluntarily paid the medical or burial expenses of the person who has been physically injured or died.

SFPD 369 (Rev. 09/19)

**FOR INFORMATION CALL:**

**San Francisco District Attorney's Victim  
Services Division - Victim/Witness Assistance  
Program**

350 Rhode Island Street, North Building, Suite  
400N, San Francisco, CA 94103  
(628) 652-4100  
Hours: 8:30 a.m. – 4:30 p.m.

**Juvenile Justice Center**

375 Woodside Avenue, Room 134  
San Francisco CA 94127  
(415) 753-7800  
Hours: 8 a.m. – 5 p.m.

**For Emergency Assistance:**

Call 911
----------

**For reporting of the incident to the police:**

Call (415) 553-0123 or go to your nearest Police  
Station as soon as possible.

SFPD 369 (Rev. 09/19)