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Limited English Proficient (LEP) Persons Data Tracking
(Re-issue DB 15-033, Supersedes 16-029)

Department General Order 5.20 (Language Access Services for Limited English Proficient Persons), in compliance with the City & County of San Francisco law, requires data collection for the purpose of determining how many LEP individuals the Department is assisting. Members shall collect and record LEP information when making contact with an LEP reportee, victim, witness or suspect. LEP information shall be documented **both** in Crime Data Warehouse (CDW) and in CAD.

Members who come into contact with reportees, victims, witnesses or suspects whose primary language is not English and whose ability to read, write, speak, or understand English is limited **shall** utilize a qualified bilingual member, qualified civilian interpreter, or the Language Line to provide interpretation.

CAD Tracking:

Whenever a member uses a qualified bilingual member, qualified civilian interpreter, or the Language Line for an interpretation, the member **shall** document the language used and the name and star/identification number of the qualified bilingual member or qualified civilian interpreter, or the identification number of the Language Line interpreter, into the CAD system through a "K" comment. If the member handling the incident does not have access to a computer, he/she **shall** request Dispatch make the "K" comment.

Examples of "K" comment entries:

- a. K, LEP Cantonese, Language Line ID #1234
- b. K, LEP Spanish, Officer Smith #200

Crime Data Warehouse (CDW) Tracking:

The Technology Division has added a LEP data collection area to the incident report writing system, Crime Data Warehouse (CDW). The "Interpreter Needed" box shall be checked whenever an interpreter is used. Checking the interpreter needed box will activate other mandatory fields in CDW: Language, Language Line ID# and/or the Bi-lingual Officer's Star #.


This statistical information is included in a yearly report to the Police Commission and is a public document.

Airport Bureau members will contact Airport Communications when language assistance is required at the San Francisco International Airport and shall follow San Mateo reporting requirements.

Reminder:

A **qualified bilingual member** is one who has successfully demonstrated through a formal procedure, which has been established by the Department of Human Resources (DHR), competency to communicate in the source language.

A **qualified civilian interpreter** is an individual who has been certified by the City or other designated qualifying agency and can be an employee of another city department.


WILLIAM SCOTT
Chief of Police

Per DB 15-141, both sworn and non-sworn members are required to electronically acknowledge this Department Bulletin in HRMS.