

**SFPD Language Access Reporting Matrix
DRAFT**

Number	Language Access Ordinance/DGO 5.20 Section Number	LAO/DGO 5.20 Reporting Requirement	Corresponding OCEIA Report Component	Data Reported in Response to Reporting Requirement (What does the reported data truly reflect)	Source of Information/ Database
1	Section 91.11 (a)	Description of the Department's Language Access Policy	OCEIA Report Component # 13	DGO 5.20	DGO 5.20
2	Section 91.11 (b)	Language Services Offered by the Department	OCEIA Report Component # 11	<ol style="list-style-type: none"> Number of Certified Bilingual (five-core languages) Members. Number of Certified and Non-Certified Bilingual Members (including five-core languages) Number of Bilingual Members Certified in Fiscal Year XX Number and type of languages represented by the Department Available languages on the SFPD website 	<ol style="list-style-type: none"> Language Proficiency Report/HRMS Manual Counting from SFPD Website Language Line Data
3	Section 91.11 (c)	LEP Persons Using Department's services Citywide	OCEIA Report Component # 4, 5, and 6.	<ol style="list-style-type: none"> Number of LEP Persons involved in an incident report following a contact where either in-person or language line interpretations were provided. Number of DEM LEP Service Calls dispatched to SFPD. Number of Translation Requests from the Community. Number of Translation Requests from within the Department. 	<ol style="list-style-type: none"> CDW E-Mails to Ofc. Garon DEM
3.1	Section 91.11 (c)	Number			
3.2	Section 91.11 (c)	Percentage			
4	Section 91.11 (d)	Bilingual Employee Roster (excluding those bilingual employees who are self-designated as competent in a second language other than English)	OCEIA Report Component # 11	<ol style="list-style-type: none"> Number of Certified Bilingual Members (including five core languages) Number of Bilingual Members Certified in Fiscal Year XX Number and type of languages represented by the Department 	Language Proficiency Report/HRMS
4.1	Section 91.11 (d)	Title			
4.2	Section 91.11 (d)	Office Location			
4.3	Section 91.11 (d)	Languages Spoken Other Than English			
5	Section 91.11 (e)	Language Access Coordinator Information	N/A	<p align="center">Ofc. Jamie Garon 415-575-6051 Jamie.Garon@sfgov.org</p>	N/A
5.1	Section 91.11 (e)	Name			
5.2	Section 91.11 (e)	Phone			
5.3	Section 91.11 (e)	E-Mail			
6.1	Section 91.11 (f)	Description of Telephone-based Interpretation Services	OCEIA Report Component # 8	<ol style="list-style-type: none"> Total number of calls through Language Line requiring interpretation services. Certified Civilian and Bilingual Member - Tip Line Community Engagement Calls 	<ol style="list-style-type: none"> Language Line data Tip Line Data Ofc. Henry-Garcia
6.1.1	Section 91.11 (f)	Number of times telephone-based interpretation services were used			
6.1.2	Section 91.11 (f)	Language(s) for which they were used			
6.2	Section 91.11 (f)	Number of times bilingual employees provided in-person interpretation services	OCEIA Report Component # 9 and 10	<ol style="list-style-type: none"> Number of LEP Incident Reports where SFPD Bilingual Member was used to provide in-person interpretation services. Number of Public Meetings or Hearings Where Oral Interpretation Services Provided by the Department. 	<ol style="list-style-type: none"> CDW for # 1 Ofc. Garon for # 2
7	Section 91.11 (g)	Explanatory Assessment of the Procedures Used to Facilitate Communication with LEP Persons	OCEIA Report Component #s 14-17	<ol style="list-style-type: none"> Recorded Telephonic Messages (OCEIA Report #14) Telephonic Requests for Translation or Interpretation Services (OCEIA Report # 15) In-Person Requests for Translation or Interpretation Services (OCEIA Report # 16) Public Notices of Availability of Language Access Services (OCEIA Report # 17) 	Ofc. Garon
7.1	Section 91.11 (g)	Content of recorded telephonic messages provided to the public and the language of the message			
7.2	Section 91.11 (g)	Telephone requests for translation or interpretation services			
7.3	Section 91.11 (g)	In-person requests for translation or interpretation services			
7.4	Section 91.11 (g)	Public notices of the availability of translation or interpretation services upon request			
8	Section 91.11 (h)	Ongoing Employee Development and Training Strategy	OCEIA Report #12	Employee Development and Training)	Ofc. Garon
8.1	Section 91.11 (h)	Description of quality control protocols for bilingual employees			
8.2	Section 91.11 (h)	Description of language service protocols for LEP Persons in crisis situations as outlined in Section 91.9			

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9	Section 91.11 (i)	If the Department determines that additional bilingual employees are needed to meet the requirements of Section 91.4, the Department must provide a description of its plan for meeting those requirements.	N/A	Response: Language Line is utilized to provide language access services when bilingual employees are not available to provide in-person or telephonic services.	Ofc. Garon
10	Section 91.11 (j)	Information of Staff member Designated to Ensure Accuracy and Appropriateness of Language Access Services for <u>Each Language</u> as Mandated in Chapter 91.	N/A	Response is that all certified members or outside agencies providing interpretation and translation services are approved by OCEIA and CCSF thus ensuring accuracy and appropriateness of language access services.	Ofc. Garon
10.1	Section 91.11 (j)	Name			
10.2	Section 91.11 (j)	Title			
10.3	Section 91.11 (j)	Language(s) other than English spoken			
11	Section 91.11 (k)	Information of Written Materials Translated Under Chapter 91	OCEIA Report Component # 7	List of different documents that were translated. The languages in which they were translated. Name of the Vendor responsible for translation as approved by OCEIA and CCSF	Ofc. Garon
11.1	Section 91.11 (k)	List of written materials			
11.2	Section 91.11 (k)	List of language(s) into which they have been translated			
11.3	Section 91.11 (k)	List of persons who have reviewed the translated material for accuracy and appropriateness			
12	Section 91.11 (l)	Department's Written Policies on Providing Services to LEP Persons	OCEIA Report Component # 13	Language Access Policies	DGO 5.20; DB 21-072; DB 19-181; SFPD Form 523
13	Section 91.11 (m)	List of goals for the upcoming year and, for all Annual Compliance Reports except the first, an assessment of the Department's success at meeting last year's goals	OCEIA Report Component # 2 and 3	1. Department Goals - Assessment of Progress in Meeting Previous Year's Goals - Goals for Next Year	Ofc. Garon
14	Section 91.11 (n)	Language Access Related Annual Expenditures for Previous FY	OCEIA Report Component # 18a, 18b, and 19	Sum of the additional pay for bilingual employees Money incurred from Language Line or other outside vendors to provide telephonic interpretations. Money incurred from Language Line or other outside vendors to provide translation services N/A - VERY RARE	Payroll/Senior Clerk Team - Belinda Chin
14.1	Section 91.11 (n)	Compensatory pay for bilingual employees who perform bilingual services, excluding regular annual salary expenditures			
14.2	Section 91.11 (n)	Telephonic interpretation services provided by City vendors			
14.3	Section 91.11 (n)	Document translation services provided by City vendors			
14.4	Section 91.11 (n)	On-site language interpretation services provided by City vendors			
14.5	Section 91.11 (n)	The Department's budget and projected budget to support progressive implementation of the Department's Annual Compliance Report			
15	Section 91.11 (o)	Summary of Changes between the Department's Previous and Current Annual Compliance Report	OCEIA Report Component # 1	Summary of FY Compliance Changes	Ofc. Garon
15.1	Section 91.11 (o)	Strategies and Procedures that Improved Department's Language Access Services from the Previous Year			
15.2	Section 91.11 (o)	Strategies and Procedures that did not Improve Department's Language Access Services from the Previous Year			
16.2	Section 91.11 (o)	Proposed Solutions to Achieve the Overall Goal of Language Access Ordinance			
16	Section 91.11 (p)	Any other information OCEIA deems appropriate for the implementation of this Chapter 91			
17	DGO 5.20 (O) (3) (1)	Number of calls for service, contacts and investigations involving LEP persons where an incident report was required	Police Commission Reporting Requirements (Not OCEIA)	1. Number of Calls for Services Dispatched to SFPD. 2. Number of Calls for Service Involving LEP Dispatched to SFPD. 3. Number of LEP-involved Incident Reports Involving LEP.	DEM; CDW
18	DGO 5.20 (O) (3) (2)	Manner in which interpretation services were provided		Number of LEP-involved Incident Reports broken down by Bilingual Member and Language Line providing interpretation services - <i>this only speaks to #3 of the row above.</i>	CDW
19	DGO 5.20 (O) (3) (3)	Complaints concerning language access which have been forwarded by the Office of Citizens Complaints		Citizen Complaints Regrading Langauge Access Services	DPA
20	DGO 5.20 (O) (3) (4)	Department's resolution to any language access complaints		Department's Plan to Address Citizen Complaints	Ofc. Garon

Key

OCEIA Reporting Requirements

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	DGO 5.20 Police Commission Reporting Requirements				
	CDW	Crime Data Warehouse			
	DEM	Department of Emergency Management			
	DPA	Department of Police Accountability			
	HRMS	Human Resources Management System			