

Anaheim Police Department

Overcoming Language Barriers

Anaheim Demographics

- Approximately 400,000 Residents
- Large Transient Population due to tourism/sporting events
- No majority racial or ethnic population
 - Hispanic/Latino: 46.8%
 - White: 35.9%
 - Other: 4.4%
 - Vietnamese: 3.1%
 - Black/African American: 2.7%
 - Filipino: 2.5%
 - Korean: 1.9%

Demographics Cont.

- Chinese: 1.5%
- Asian Indian: 1.2%
- 55% of residents speak a language other than English at home
- Median household income is \$47,122
- 48% of residents have a high school diploma or some college education

Bilingual Personnel

- Police Officers
 - 75 Officers certified to interpret languages other than English
 - 64 Spanish speaking
 - 6 Vietnamese speaking
 - 1 Korean speaking
 - 1 Japanese speaking
 - 1 German speaking
 - 2 American Sign Language

Bilingual Personnel Cont.

- Spanish speaking officers on every shift
- Certification
 - Citywide Certification
 - Department officers trained by City personnel to insure consistency
 - Re-certification on a yearly basis
 - Officers receive a 5% pay increase

Bilingual Personnel Cont.

- Many more Bilingual officers than actually certified
 - Some do not pass test
 - Some chose not to participate
 - Some do not want the additional work/responsibility
 - Some would rather only interpret on calls they are responsible for
 - Some are not confident in their skills for court purposes

Bilingual Personnel Cont.

- Recruitment
 - Recruitment of Bilingual officers/non-sworn is a preference
 - Target schools/venues to attract potential bilingual personnel
 - Recruit personnel from Community
 - Constant competition for qualified candidates
 - Department is committed to serving needs

Other Bilingual Resources

- Language Line Services
 - APD Dispatch has direct access to service
 - Interpretation provide via phone
 - Interpreters professionally trained and tested
 - Diversity of Languages
 - 19 languages requested last year

Other Bilingual Resources

- Pooling Resources within City
 - Department personnel i.e. Dispatchers, clerks, cadets ect.
 - Tourist Industry personnel as interpreters
 - Sporting Venue personnel as interpreters
 - School District personnel
 - Family members/neighbors
 - Volunteer Programs (RSVP/PACE/Ambas)

Other Bilingual Resources

- Pooling Resources outside of City
 - All Police Departments in Orange County share resources
 - Diverse County with individual Cities experiencing high volume of specific languages other than English spoken
 - Most Cities recruit officers based on demographics

Other Bilingual Resources

- Dispatchers keep list of certified officers for bilingual interpretation
- Services provided as mutual aide resource
- Detective interpreter for major investigations is most prevalent use
- American Sign Language interpreters used extensively

Creating a Language Access Plan

- Anaheim Police Department began working with the VERA Institute of Justice in August of 2005
 - Committed to the study
 - Positive interaction with the Community
 - Desire to improve our service to the Community

Creating a Language Access Plan

- Project Consists of several parts
 - Interviews of Department Staff
 - Interviews of local City and Government personnel who interact with the Department
 - Interviews of local residents
 - Focus Group Interviews with four policing districts
 - Collection/analyzing demographic/language statistics

Creating a Language Access Plan

- Strategic Planning Session
 - Select group of approximately 25 people from Police Department, City, Schools, Residents, and local business
 - Select group based on the impact they have on the Community
 - Seek their input to address the challenges we face

Creating a Language Access Plan

- Analyze what we are doing and how we can improve on it
- Encourage everyone involved to participate, share their experience and expertise
- Breakout into discussion groups
- Collectively come up with plans/ recommendations to improve level of service and overcome language barriers.

Creating a Language Access Plan

- Roadmap/Next Steps
 - Review Vera Memorandum and Discuss Recommendations
 - Designate a Language Access Coordinator
 - Assemble a Language Access Coordination Team/Group-Discuss
 - Conduct Initial and Ongoing Public Relations about Your Department's Language Access Work and Successes

Creating a Language Access Plan

- Goals /Recommendations
 - Further develop bilingual staff pool
 - Consider developing civilian interpreter program
 - Focus on bridging the gap for languages other than Spanish
 - Develop a county-wide language services program

Creating a Language Access Plan

- Ensure translation of vital documents into key languages
- Formalize existing language access programs and services
- Further develop community outreach and cultural competency initiatives