NEW ORLEANS POLICE DEPARTMENT

LANGUAGE ASSISTANCE PLAN

Providing Police Services to Individuals with Limited English Proficiency (LEP)

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I. Introduction

The New Orleans Police Department (NOPD) is committed to providing high quality policing services to all members of the New Orleans community, including those with Limited English Proficiency (LEP). An individual is considered to be LEP if they speak, read, write, or understand the English language "less than very well." In accordance with NOPD's dedication to bias-free policing, and with Title VI of the Civil Rights Act of 1964, this document outlines the Department's plan to provide policing services and necessary accommodations to LEP individuals.

NOPD's approach to bias-free policing is codified in policy and practice. Chapter 41.13 Bias Free Policing establishes a clear policy directive to "provide police services that are equitable, respectful, and bias-free in a way that helps promote broad-based community engagement and bolsters confidence in the Department."[1] Chapter 55.4 Limited English Proficiency Services specifies that:

> "The New Orleans Police Department will take prompt and reasonable steps to provide LEP individuals timely, meaningful access to services and benefits the Department provides in all sponsored programs or activities. All NOPD personnel shall provide free language assistance services, including oral interpreter services and translated communications, to LEP individuals whom they encounter or whenever an LEP individual needs or requests language assistance services. Department personnel who interact with LEP individuals will inform those individuals that language assistance services are available free of charge to LEP persons and that NOPD personnel will provide these services to them."[2]

The purpose of this plan is to provide information about the language assistance services offered by NOPD to both the community and NOPD. The plan sets forth: (1) an assessment of need for LEP services in New Orleans; (2) the NOPD LEP services available and the roles of NOPD members in providing those services, and (3) NOPD's obligations to track and analyze data on the use of LEP services to ensure their adequacy.

NOPD released its initial Language Access Plan in November 2016 and updated the plan in November 2020. This plan shall be available in English, Spanish, and Vietnamese at https://nola.gov/nopd/policies/, at district stations, at Public Integrity Bureau headquarters, at NOPD headquarters, and at other public meeting places. The plan will also be distributed to local community groups serving LEP communities. It will be housed on Nola.gov under New Orleans Police Department.

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[1] NOPD Chapter 41.13 Bias Free Policing. https://nola.gov/getattachment/NOPD/Policies/Bias-Free.pdf/

[2] NOPD Chapter 55.4 Limited English Proficiency Services, paragraph 1. https://nola.gov/getattachment/NOPD/NOPD-Consent-Decree/Chapter-55-4-Limited-English-Proficiency-Services.pdf/

In 2016 NOPD launched its first ever certified interpreter program, which provides an additional 5% pay to NOPD officers who are certified as fluent in Spanish or Vietnamese and are willing to serve as interpreters for the department. This has given the department a new tool for recruiting individuals with foreign language skills.

II. LEP Population in New Orleans

New Orleans has a current estimated population of 359,236 residents, according to a recent U.S. Census Bureau report.[3] Of those residents, approximately 9 percent speak a language other than English, and 3.6 percent speak English less than very well, meaning they are considered LEP. *Figure A* below shows the percentage of the population speaking the most common languages in Orleans Parish, which is co-extensive with the City of New Orleans. Spanish and Vietnamese are the most prevalent languages among LEP individuals, with approximately 6,800 LEP Spanish speakers and 3,600 LEP Vietnamese speakers. While there is a sizable population of French speakers, the majority speak English "very well" and, therefore, are not considered LEP.

Figure A: Population by Language(s) Spoken[4]

[3] Data are summarized from information found at the U.S. Census Bureau's American Fact Finder website. The consulted table is titled "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over." Data are from the 2011-2015 American Community Survey 5-Year Estimates. https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_15_5YR_B16001&prodType=table

[4] Ibid.

	Orleans Parish, Louisiana	
	Number of Individuals	Percentage of Population
Total:	359,236	
Speak only English	326,528	90.9%
Spanish or Spanish Creole:	15,561	4.3%
Speak English "very well"	8,764	2.4%
Speak English less than "very well"	6,797	1.9%
French (incl. Patois, Cajun):	4,027	1.1%
Speak English "very well"	3,475	1.0%
Speak English less than "very well"	552	0.2%
Vietnamese:	6,411	1.8%
Speak English "very well"	2,797	0.8%
Speak English less than "very well"	3,614	1.0%
All Other Languages:	6,709	1.9%
Speak English "very well"	4,918	1.4%
Speak English less than "very well"	1,791	0.5%

While LEP individuals reside in every police district throughout New Orleans, geographic data show that certain districts are home to larger LEP populations. The 1st district, which comprises Mid-City neighborhoods, has the largest population of LEP Spanish speakers. Sizable Spanish-speaking LEP populations are found in nearly every police district, which suggests that the need for NOPDAIs and other language services is diffuse throughout the city.

Vietnamese speakers, by contrast, seem to be more localized in the 7th district. This district, which includes New Orleans East and Village De l'Est, has the largest population of LEP speakers of other languages (primarily Vietnamese). Neighborhood-level data suggest that Vietnamese-speaking residents are clustered in the neighborhoods of Little Woods and Village De l'Est.[5] NOPD's Vietnamese language resources, therefore, should be primarily deployed in the 7th district, although there are populations of LEP speakers of other languages in smaller numbers throughout the city.

[5] Data are summarized and analyzed from information found at the Data Center's website, which utilizes information from Census 2000 and 2010, American Community Survey 2012-2016, and 2015 Local Employment Dynamics to provide statistics by neighborhood. Neighborhood data were then mapped onto police district boundaries to determine statistics by police district.
https://www.datacenterresearch.org/data-resources/neighborhood-data/

Vietnamese officers only make up .33% of the commissioned workforce at NOPD and Hispanic account for 5.66%. The push to hire Spanish and Vietnamese-speaking officers continues to present as a challenge. Recruitment team members have established initial relationships with members of the Vietnamese community in eastern New Orleans as a means to build trust and recruit prospective Vietnamese officers to aide in our service to a community that has traditionally taken care of their own. We are hopeful that an increase in Vietnamese-speaking officers will help the community to become more trusting of the police.

The New Orleans Police Department is committed to understanding and moving past the language barriers and promoting understanding of cultural sensitivities that can contribute to our ability to provide quality service to the community. NOPD aims to maintain consistent participation in events such as, but not limited to those sponsored by the Hispanic Chamber of Commerce of Louisiana, Mary Queen of Vietnam Church, Crescent Care, Metropolitan Community Church of New Orleans and St. Agnes Le Thi Than Church. NOPD utilizing annual community events in its recruitment efforts such as:

- Tet Trung Thu (February)
- Kenner Hispanic Festival (March)
- Audubon Zoological Gardens' Asian Heritage Festival (April)

Figure B: Languages Spoken Less Than "Very Well" by Police District[6]

District	Total Population	Number of individuals who speak Spanish at home and speak English "not well" or "not at all"	Percentage of individuals who speak Spanish at home and speak English "not well" or "not at all"	Number of individuals who speak other languages at home and speak English "not well" or "not at all"	Percentage of individuals who speak other languages at home and speak English "not well" or "not at all"
1st	31,520	2,152	6.8%	214	0.7%
2nd	72,422	1138	1.6%	407	0.6%
3rd	63,039	349	0.6%	496	0.8%
4th	46,316	836	1.8%	405	0.9%
5th	38,872	338	0.9%	134	0.3%
6th	27,532	845	3.1%	252	0.9%
7th	73,573	995	1.4%	4021	5.5%
8th	5,965	143	2.4%	28	0.5%

III. Accessibility of Policing Services

[6] *Ibid.*

NOPD provides a variety of resources to make policing services and information more accessible to the general publicand special needs groups including LEP individuals. The Department recognizes that building awareness of these services is key to improving relationships with LEP communities and to ensuring all members of the community feel that the police are responsive to, and respectful of, their needs.

All NOPD officers interacting with LEP individuals are instructed to assess the need for language access services. They are provided with "I Speak" language identification cards to facilitate this process. The "I Speak" Flashcards are in Appendix A of NOPD Chapter 55.4, Limited English Proficiency. The assessment may also be made via self-identification of the LEP individual, or by the officer's inquiry as to the individual's primary language. When the primary language has been identified, the officer is to request an NOPDAI or utilize an ELECTRONIC TRANSLATION DEVICE to provide the needed language access services when a NOPDAI is unavailable. The ELECTRONIC TRANSLATION DEVICE will also provide officers video translation for sign language.

Language Access Coordinator

Implementation of the Language Access Plan falls under the purview of the Language Access Coordinator (LAC). The LAC's responsibilities include coordinating and monitoring the Department's compliance with its language assistance plan, assessing the effectiveness and efficiency of the plan on an ongoing basis, and reporting to the Superintendent's office regarding needed improvements and any accountability concerns.[7] The LAC is tasked with developing and implementing a comprehensive community outreach plan, working with the Spanish-speaking and Vietnamese-speaking Community Liaisons to collaborate with individuals and organizations to solicit feedback and identify areas for growth.

The LAC reports to the commander of the Community Engagement unit, which falls under the Performance Standards & Accountability Bureau. This bureau also houses the Policy Standards Section, which develops and implements all department regulations, orders, policies, and rules. Pursuant to NOPD Chapter 55.4 -, Limited English Proficiency Services, the Language Access Coordinator "shall be responsible for coordinating, implementing, and monitoring compliance with all aspects of the NOPD's services to LEP individuals with the assistance of the Performance Standards Section. This includes ensuring free language access services to all LEP individuals encountered by members of the Department, consistent with this Chapter and the Department's Language Access Plan."

For a full description of the LAC's roles and responsibilities, please see Appendix A.

Spanish-speaking and Vietnamese-speaking Community Liaisons

In May 2019, the Department solicited applications from officers to fill the roles of a Spanish-speaking Community Liaison and a Vietnamese-speaking Community Liaison. These positions will be filled by full-time officers; the appointees will be designated by the

[7] Consent Decree Paragraph 192. https://www.nola.gov/getattachment/NOPD/NOPD-Consent-Decree/Consent-Decree.pdf/

Deputy Superintendent of the Professional Standards & Accountability Bureau. The Community Liaisons must be authorized interpreters certified by Civil Service as fluent in their respective languages. They are responsible for regularly attending and presenting at community events for the Spanish-speaking and Vietnamese-speaking populations. They also perform other duties as directed by the LAC and as part of their responsibilities as authorized interpreters.

For a full description of the Community Liaisons' roles and responsibilities, please see Appendix A.

New Orleans Police Department Authorized Interpreters (NOPDAI)

An NOPD Authorized Interpreter, or NOPDAI, is a civilian or commissioned employee who has been certified by Civil Service as bilingual and has undergone training in interpretation and translation ethics and protocols. NOPD began certifying employees as bilingual in Spanish or Vietnamese in 2016, and in April 2019 certified the first set of NOPDAIs. These individuals are authorized to interpret for others in certain situations, such as interviews, interrogations, or taking and responding to citizen complaints. They also assist with translating and reviewing documents to be published in Spanish and in Vietnamese. NOPDAIs must be recertified every three years.

A list of NOPDAIs has been circulated to all personnel at NOPD and at the Orleans Parish Communications District (OPCD) 911 Communications Center. Updated lists will be provided to OPCD any time an NOPDAI is newly certified or is removed from the list. OPCD employees have been trained to recognize when an incident involves an LEP individual, and to dispatch an NOPDAI or to inform the responding officer that an NOPDAI or ELECTRONIC TRANSLATION DEVICE (see information below) will be needed, and to record information on all LEP callers and their language. The 911 call data is recorded in the Computer Aided Dispatch (CAD) system. The LAC will collect data from this system as well as from the Electronic Police Report (EPR) and Field Interview Card (FIC) systems to analyze data pertaining to LEP calls in order to monitor trends and to ensure that appropriate services are provided.

In situations where an LEP individual is interviewed or interrogated, or a formal statement is taken, an NOPDAI will be called to provide interpretation services. Pursuant to Chapter 55.1, Limited English Proficiency, "An authorized interpreter shall be used for any interrogation or taking of a formal statement when the suspect's or witness's legal rights could be adversely impacted …. Because of the dual role a NOPDAI may have when conducting interrogations and acting as an interpreter, all NOPDAI interrogations shall be video and/or audio recorded."

When an LEP individual wishes to file a complaint, they may call, write, or visit the Public Integrity Bureau (PIB). PIB staff have been instructed to contact an NOPDAI to assist in the taking of and responding to any complaints by individuals who are LEP, as well as the interview of LEP complainants or witnesses. The Language Access Coordinator is

responsible for working with PIB to track complaints and resolutions of complaints filed by LEP individuals, per Chapter 55.4, Limited English Proficiency Services.

NOPD employees with Spanish and/or Vietnamese language skills are incentivized to become NOPDAIs via a pay differential. To maintain NOPDAI status after their initial qualification, they must complete a yearly refresher assessment regarding their language proficiency, and adhere to professional standards and ethics for interpreters and translators. NOPDAIs are required to complete a standard form documenting all interpretation and translation work.

Individuals requesting interpretation and translation work are encouraged to report any concerns or commendations to the Language Access Coordinator. The Spanish-speaking and Vietnamese-speaking liaisons will regularly review body worn camera footage of NOPDAI interpretations to ensure the quality of the services provided. An NOPDAI who regularly refuses interpretation or translation work, or whose work is deemed to be sub-par, will lose their NOPDAI status and will have their pay differential revoked. This determination will be made by the Language Access Coordinator in collaboration with the Deputy Superintendent of the Professional Standards & Accountability Bureau.

For a full description of the NOPDAIs' roles and responsibilities, please see Appendix A.

ELECTRONIC TRANSLATION DEVICE

ELECTRONIC TRANSLATION DEVICE shall be available at each District station. These devices allow officers to connect to a certified interpreter who is fluent in both English and the required target language. ELECTRONIC TRANSLATION DEVICE application will translate multiple languages, including Spanish and Vietnamese. Officers interacting with LEP individuals are directed to use an ELECTRONIC TRANSLATION DEVICE when an NOPDAI is not available or when immediate interpretation services are needed. Officers' body worn cameras shall be in use during ELECTRONIC TRANSLATION DEVICE interpretation; the Spanish-Speaking and Vietnamese-Speaking Community Liaisons shall regularly review these videos to ensure high-quality interpretation services are provided.

Translation of Public Website and Available Forms

The City of New Orleans' official website, nola.gov, has an embedded translation function provided by Google for forwarding facing translating of information. Visitors to the website, including to pages pertaining to NOPD, can select their language from a menu of more than 100 languages. Translated documents shall be added to NOLA.GOV, so visitors can find information about policing services. The documents to fill out complaint or commendation forms in their chosen language shall be embedded in the website.

Key documents and forms, including the Language Assistance Plan, are translated by NOPDAIs or by professional translation services. Policies that have been translated are available here: https://nola.gov/nopd/policies/. Key documents are identified by the LAC based on: an annual review of newly created documents and forms; input from officers regarding regularly used forms; requests from individuals (officers or community members);

and feedback from biannual community meetings. PIB complaint forms and information can be found at PIB headquarters, NOPD headquarters, District stations, NOPD and City websites, City Hall, courthouses within New Orleans, all public libraries, the IPM, the Orleans Public Defenders, and at the offices or gathering places of community groups, or online here: https://nola.gov/nopd/about-us/bureaus/public-integrity/. Key forms used by police officers in interactions with the public are available via the Department's intranet. Officers have been educated about the documents' availability and directed to offer translated forms to LEP individuals whenever applicable.

Measuring and Assessing Policing Services to LEP Communities

NOPD has determined that it will record the need for interpretation services by using the NOPDAI form. The responding NOPDAI, or the responding member when no NOPDAI is available, will complete the NOPDAI Form indicating what interpretation services occurred or if no interpretation was available. The LAC will compile the data from these forms to assess the policing services NOPD provides to LEP communities.

Although New Orleans is home to a sizable LEP population, NOPD encounters involving LEP individuals remain relatively infrequent. Calls for service involving LEP individuals account for a small fraction of all calls, and deployment rates of ELECTRONIC TRANSLATION DEVICE interpretation devices are low. While there may be a variety of causes for the relative rarity of police interactions with LEP individuals, anecdotal evidence suggests that reasons may include a lack of awareness regarding available language access services, and a lack of trust in the Department. NOPD is committed to raising awareness through the activities of the Language Access Coordinator, Spanish-Speaking and Vietnamese-Speaking Community Liaisons, and NOPDAIs. These individuals will also work to build strong relationships within the communities they serve, which should engender trust and encourage positive contact with police officers.

Calls for Service Involving LEP Individuals

Figure B below shows historical data relating to calls for service, which are instances when someone requests police assistance. The table also shows the number of calls for service where the requester had Limited English Proficiency (LEP Calls). From 2015 to 2020, the percentage of calls that involved LEP requesters shows a relative average of 0.21% over the years

Figure B: Calls for Service by Year

Year	Total Calls	LEP Calls	Percentage of Total Calls that are LEP
2014	402,012	111	0.03%
2015	382,592	805	0.21%
2016	356,996	738	0.21%
2017	390,633	726	0.19%
2018	405,115	714	0.18%

2019	429,779	655	0.15%
2020	368,590	759	0.21%

ELECTRONIC TRANSLATION DEVICE Usage

Per Chapter 55.4- Limited English Proficiency Services, officers responding to a call for service involving a known LEP individual are directed to "use an approved interpretation service." The preference is for using an NOPDAI, or New Orleans Police Department Authorized Interpreter, when available. When an NOPDAI is not available, or when immediate interpretation services are required, officers may use an ELECTRONIC TRANSLATION DEVICE. ELECTRONIC TRANSLATION DEVICE is a mobile interpretation device that provides 24-hour access translation to communicate in multiple languages, including Spanish and Vietnamese. ELECTRONIC TRANSLATION DEVICE shall be housed at every District station, and officers are instructed to request one from a supervisor before responding to a call for service involving an individual who is known to be LEP. Officers arriving on a scene who discover that an LEP individual is involved may also request an ELECTRONIC TRANSLATION DEVICE if an AI is not available.

Basic Fact and Use sheets are attached as links to this Plan for the electronic translation devices and services in use by NOPD.

Test Access Card OPI.pdf

Test App Access Card.pdf

Test WEB VRI Access Card.pdf

NOPD will track whether or not Vietnamese interpretation is available when needed through the ETD company, Voiance in the invoices. Voiance invoices will include all requests for Vietnamese translations not received. If no services were available, there will be a line item on the invoice indicting no services, at $0 charge.

Figure C: Usage of ELECTRONIC TRANSLATION DEVICE for 2013-2018 (Note NOPD discontinued use of the device listed in the below chart due to substandard performance. NOPD has since acquired an ETD for future use and translation.)

Year	# of TOTAL ELSA Uses	# of Spanish Uses	# of Other Uses
2013	65	60	5
2014	69	65	4
2015	73	71	2
2016	183	146	37
2017	154	132	22
2018	214	199	15
Total	**973**	**873**	**100**

NOPDAI Translation and Interpretation

With the certification of the first class of NOPDAIs, the Department introduced a mechanism to allow for tracking of translation and interpretation services provided by NOPDAIs. Upon completing an interpretation or translation assignment, NOPDAIs are expected to complete a secure online form logging the activity they have performed. Any NOPD or OPCD employees requesting interpretation or translation services who receive a negative response or no response from an NOPDAI are asked to inform the Language Access Coordinator (LAC). The LAC will be expected to regularly review these forms and to compile information regarding any instances where NOPDAIs were non-responsive or failed to complete a requested assignment. NOPDAIs who do not regularly provide interpretation or translation services will be at risk of losing their pay differential, subject to final review by the superintendent's office.

Information about the frequency and type of interpretation and translation services performed by NODPAIs will be made available in future updates to the Language Assistance Plan.

Spanish-speaking and Vietnamese-speaking Community Feedback

In order to open a dialogue with the Spanish-speaking and Vietnamese-speaking communities, and to solicit feedback regarding policing services, NOPD will host Vietnamese-language community meetings and Spanish-language community meetings on an annual basis. Both meetings will be conducted by an NOPD officer who speaks the appropriate language and active in the community. The Department will present information regarding available language access services, and ask the community to provide feedback. Follow-up surveys will be circulated to collect anonymous responses in individuals' chosen language (Spanish or Vietnamese).

Any feedback, comments and or issues noted by these communities will be key in shaping the scope of the work done by the Language Access Coordinator and the Community

Liaisons to address concerns. They will work hand-in-hand with community members and with Department leadership to ensure all LEP individuals feel their voices are heard and their needs are met. NOPD will continue to seek regular feedback from the community during biannual community meetings, annual surveys, and regular contact between the LAC and community organizations to monitor progress and to adjust course as necessary.

The language access coordinator shall assess the effectiveness and efficiency of the language access plan on an ongoing basis and shall report to the Superintendent or their designee regarding needed improvements and any accountability concerns. The Superintendent or their designee shall consider the information provided by the coordinator and respond as necessary to ensure that NOPD's language assistance plan is effective. The LAC will also provide feedback to Policy Standards for annual policy review of the Chapter 55.4, Limited English Proficiency. The LAC will consult with representatives of the LEP community to review, at least annually: implementation of the language assistance plan, including areas of possible collaboration to ensure its effectiveness; identification of additional languages that would be appropriate for translation of materials; accuracy and quality of NOPD language assistance services; and concerns, ideas, and strategies for ensuring language access.

IV. Conclusion

The New Orleans Police Department's mission is to provide professional police services to all members of the community, regardless of their ability to speak, read, write, or understand English. This plan will serve as the blueprint for NOPD's ongoing work to build community engagement, to bolster public confidence in the Department, and to make all police services accessible to individuals with Limited English Proficiency. The plan will be updated annually based on feedback from the community as well as analysis of trends regarding population data and language access needs. For additional information, please reach out to the NOPD's Professional Standards & Accountability Bureau at PSAB@nola.gov.

Appendix

- Appendix A: NOPD “I Speak” Flashcards
- Appendix B: Language Access Coordinator Roles and Responsibilities
- Appendix C: New Orleans Police Department Authorized Interpreter Roles and Responsibilities
- Appendix D: Community Liaison Officer Roles and Responsibilities
- Appendix E: Limited English Proficiency 2020 DATA

N.O.P.D. - "I Speak..." Flashcard / (Appendix 'A' - Page 1 of 3)

Language Assistance Plan / Limited English Proficiency

☐ ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
☐ Խնդրում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
☐ যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
☐ ឈូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
☐ Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
☐ 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
☐ 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
☐ Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8.Croatian
☐ Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
☐ Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
☐ Mark this box if you read or speak English.	11. English
☐ اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنيد.	12. Farsi

☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐ Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐ अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐ Marchi questa casella se legge o parla italiano.	21. Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐ ให້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐ Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

N.O.P.D. - "I Speak..." Flashcard / (Appendix 'A' - Page 3 of 3)

Language Assistance Plan / Limited English Proficiency

☐ Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.	27. Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐ Обележите овај квадратић уколико читате или говорите српски језик.	29. Serbian
☐ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐ Marque esta casilla si lee o habla español.	31. Spanish
☐ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐ באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

Appendix B

Language Access Coordinator Roles and Responsibilities

The Language Access Coordinator (LAC) "shall be responsible for coordinating, implementing, and monitoring compliance with all aspects of the NOPD's services to LEP (Limited English Proficiency) individuals with the assistance of the Policy Standards Section. This includes ensuring free language access services to all LEP individuals encountered by members of the Department, consistent with Policy **Chapter 55.4: LIMITED ENGLISH PROFICIENCY SERVICES** and the Department's **Language Access Plan**. The Language Access Coordinator shall be responsible for having documents and communications translated and distributed to LEP communities. The Policy Standards Section (PSS) will serve as the central repository of all translated documents (other than investigative case file related translations) and make them available to NOPD personnel and members of the public via NOPD's intranet website, www.nopd.org.

Responsibilities Shall Include but Not Limited to:

1. The Language Access Coordinator will be responsible for annually reviewing all new documents, forms, or communications made available to the public by the NOPD to assess whether they should be considered vital materials requiring translation.
2. In cooperation with the Performance Standards Section, the LAC shall annually assess demographic data, review language access services utilization data, and consult with representatives of the LEP community and District commanders to ensure that the Department is providing the services and benefits the department provides in all NOPD-conducted programs or activities to LEP persons. The Language Access Coordinator shall use this review to determine whether vital documents or communications should be translated into additional languages and whether other related changes to the Department's LEP program are necessary.
3. The LAC shall prepare an annual report to the Superintendent of Police assessing the language assistance services they provide to LEP individuals, the effectiveness of those services, language assistance service complaints that have been received and the complaints' resolution, and any recommendations to improve language access policies and procedures.
4. The LAC shall be responsible for creating and maintaining the NOPDAI list that will include each interpreter's language(s) of proficiency, when language skills were assessed for each language, and if any complaints have been filed against them regarding their language skills.
5. The LAC shall provide the NOPDAI list to the executive director of the Orleans Parish Communications District (OPCD) for the use of dispatchers. This list will also be available

on the NOPD's intranet web applications under "Resources", and it shall be reviewed for accuracy, at a minimum, every six (6) months with updates provided as appropriate.

6. The LAC shall assess the effectiveness and efficiency of the Department's Language Access Plan on an ongoing basis and shall report to the Superintendent or his/her designee regarding needed improvements and any accountability concerns.
7. The LAC shall be responsible for collecting and tracking calls for service data about LEP contacts with NOPD.
8. The LAC shall monitor and collect data from internal systems to track interpretation services rendered by the use of Authorized Interpreters and/or Electronic Interpretation Devices.
9. The LAC shall monitor and collect data from internal systems and CAD for those incidents where a request for interpretation services were requested / needed and not provided. The focus shall be on "why" the interpretation service was not available and recommendations as to corrective actions that can be taken to prevent the failure to provide services in the future.
10. The LAC shall prepare monthly reports to his/her respective Deputy Superintendent outlining LEP services. The Language Access Coordinator shall incorporate this information into the annual report to the Superintendent of Police.
11. At each NOPD building entry point or lobby open to public access, the LAC shall ensure signage in the most commonly spoken languages stating that interpreters are available free of charge to LEP individuals.
12. The LAC shall ensure a notification listing the available translated forms and documents is posted in the lobby of NOPD Police Headquarters, the Public Integrity Bureau, and each District station.
13. The LAC shall ensure that the available translated forms and documents, along with the available languages, are posted on the **www.NOPD.org** website and available to all personnel under the "Resources" tab of the NOPD web applications in either the Spanish or Vietnamese forms folder. In the case of illiteracy or languages into which written materials have not been translated, such forms and documents will be read to LEP individuals in their primary languages using interpreter assistance procedures previously described in this policy.
14. The LAC shall coordinate with the Deputy Superintendent of the Management Services Bureau for reproduction of LEP signage developed through the Policy Standards Section for display at NOPD Police Headquarters, the Public Integrity Bureau, and each District station.
15. The LAC shall ensure that, at a minimum, the placard and following vital documents are readily available at NOPD Headquarters (lobby); all Police District Stations (front desk); City Hall (front desk), Municipal/Traffic, Criminal and Civil District Courts (location at direction of Clerk of Courts); and all city libraries (checkout desk bulletin boards):
    - How to file a complaint brochure (in English, Spanish, and Vietnamese).
    - The PIB Complaint Form.
    - The Language Assistance Plan and policy; and
    - The LEP Policy.
16. The Language Access Coordinator shall develop a monthly schedule of inspections of all non-NOPD locations listed herein to ensure the placards, signage and materials listed in this

Chapter are posted and available. Any depleted stocks of forms and signage shall be replaced. The schedule, facility location, inspection and noted deficiencies shall be kept in a log. Each logbook entry shall be maintained for three years after it is filed.

17. The LAC will be responsible for implementing the **Language Access Plan**. To ensure that the Community Engagement Section considers the LEP community within its activities.
18. The LAC, or his/her designee, shall attend and represent the New Orleans Police Department at LEP social and community advocacy functions in a professional and courteous manner.
19. The LAC will provide the Community Engagement Section Manager, or designee, the information for LEP related events. LAC or a designee shall make arrangements to attend these functions.
20. The LAC, or designee, shall conduct crime prevention and business safety presentations on behalf of the City of New Orleans, particularly in neighborhoods where LEP businesses and residents are concentrated.
21. The LAC, or a designee, shall provide bilingual crime-prevention information and programs to the LGBTQ+ community, District NONPACC meetings, PSAB Meetings, Neighborhood Watch, Community Outreach, and Social Services [office, admins, meetings? Social services is not defined.]
22. The LAC shall be responsible for creating and maintaining the NOPDAI list on the NOPD's intranet web applications under "Resources", which will include each interpreter's language(s) of proficiency, when language skills were assessed for each language, and if any complaints have been filed against them regarding their language translation skills, creating an active spreadsheet of all certified AIs, tracking yearly certifications and renewals, and communicating with district supervisors.
23. The LAC will monitor availability and quality of services provided to populations with Limited English Proficiency.
24. The LAC will provide oversight and support to Spanish-Speaking and Vietnamese-Speaking Community Liaisons and ensure their time is spent appropriately on building relationships of trust with the community and addressing areas of concern.
25. The LAC will, at least monthly, review body-worn camera footage of officers interacting with LEP individuals. Complete audit reports detailing need for, and delivery of, services.
26. The LAC will work with Community Liaisons to review all body-worn camera footage of NOPDAIs delivering interpretation services to monitor quality and accuracy of services. Report any issues to the Professional Standards & Accountability Bureau for corrective action and/or training updates.
27. The LAC will collaborate with Community Liaisons Officers (CLOs) to develop and implement a comprehensive community outreach plan, including the following actions:
    - Identify and contact all major organizations serving the LEP community;
    - Collaborate with organizations and individuals to identify areas for potential growth and additional training for all officers;
    - Coordinate regular (at least quarterly) public meetings, hosted by Community Liaisons, to solicit feedback from community members;
    - Solicit ongoing recommendations for improved LEP services from the Community Liaisons.

28. The LAC will review all LEP related community recommendations and implement as appropriate, working with the Education & Training Division and with the Professional Standards & Accountability Bureau as appropriate.
29. The LAC will regularly attend community events as a representative of the NOPD.
30. The LAC will coordinate and ensure training is delivered to NOPDAIs, other officers, and recruits as needed. This includes the 8-hour Interpreter Skills recertification training required, in addition to Civil Service bilingual certification, to become an NOPDAI.
31. The LAC, or his or her designee, shall represent the New Orleans Police Department at LEP social and community advocacy functions in a professional and courteous manner.
32. The LAC shall identify, through crime data and patrol efforts, areas where bias and hate crimes against the LEP community have occurred and inform the LEP community through awareness seminars.
33. The LAC shall monitor statistical and reporting data regarding bias and hate crimes against the LEP community and relay significant changes to the District Captains and the LEP community.
34. The LAC, or his or her designee, shall conduct crime prevention and business safety seminars within the City of New Orleans, particularly in neighborhoods where LEP businesses and residents are concentrated.
35. The LAC, or his or her designee, shall provide bilingual crime-prevention information and programs to the LGBTQ community.
36. The LAC, or his or her designee, shall host meetings to allow business owners, residents, and community activists to meet with officials from their neighborhood precincts.

Appendix C

New Orleans Police Department Authorized Interpreter Roles and Responsibilities

A NOPD authorized interpreter (NOPDAI) is a bilingual NOPD employee who has been assessed, tested, and demonstrated their competency in English and a second language using the terminology, phrases, vocabulary, and phrases needed. Once an interpreter establishes competence and receives training on ethical and professional conduct as an interpreter, the officer will be certified and NOPD may authorize him or her to interpret for others in certain situations, such as interviews, interrogations, or talking and responding to citizen complaints. NOPD Authorized Interpreters (NOPDAIs) are available to provide written translation and oral interpretation services in Spanish and Vietnamese. A list of NOPDAIs can be found in the Resources folder on NOPD.org. Members requiring a translation or interpretation should contact an NOPDAI and should include the NOPDAIs supervisor in all communication. NOPDAIs are expected to perform requested duties during his/her regular working hours.

Responsibilities Shall Include but Not Limited to:

1. NOPDAIs shall complete the NOPDAI Form upon performing any translation or interpretation duties. Department members may access the NOPDAI Form in the Online Forms folder on NOPD.org. Use of this form will enable the Department to document the need for, and use of, services for populations with Limited English Proficiency.
2. NOPDAIs shall be available to provide written translation and oral interpretation services in their specified language during his or her regular working hours.
3. NOPDAIs shall inform their direct supervisor when an incident requires their translation or interpretation services.
4. NOPDAIs shall represent the New Orleans Police Department at Limited English Proficiency (LEP) social and community advocacy functions in a professional and courteous manner.
5. NOPDAIs shall attend meetings coordinated by the Community Engagement Section Manager, or his/her designee, for the purposes of training, updates, and trends on LEP issues.
6. NOPDAIs shall assist in providing bilingual crime prevention information and programs to the LGBTQ community.
7. NOPDAIs shall attend the required annual recertification training of skills and abilities to interpret and translate.
8. NOPDAIs shall work with other members of the Community Engagement team to identify community issues, develop strategies, and implement innovative policing solutions within the numerous neighborhoods throughout the community.

Appendix D

Community Liaison Officer Roles and Responsibilities

Each district will have a Community Liaison Officer (CLO). One of the main roles of the CLO is to interact and collaborate with the community. This position shall be occupied by a non-probationary patrol officer in the district who shall act as the designated community-oriented liaison for the district. The CLO engages in problem identification and problem-solving activities with community members according to the community's priorities; works proactively with other City departments to address quality of life issues; and will work with platoon officers in problem identification and problem-solving. CLOs will not be assigned to answer calls for service absent exigent circumstances.

Responsibilities Shall Include but Not Limited to:

1. CLOs report to and are supervised by their designated supervisor. CLOs will maintain communication with the Professional Standards and Accountability Bureau's Community Engagement Section and keep them apprised of information regarding community coordinated events and community concerns in their respective districts.
2. CLOs meet with the Community Engagement Section Manager to inform the Department of any technological issues they may face with the reporting database and instructions on how to maintain a reporting structure.
3. CLOs will maintain contact with the various community groups/neighborhood associations of the geographic area served.
4. CLOs will provide businesses with information on crime prevention and conduct follow-up visits with victims of business and residential burglaries to help them strategically identify ways to secure their establishments.
5. CLOs will share crime prevention information in various ways in various settings, including in presentations with residents, neighborhood watch groups, business owners, homeowner's associations, and other public gatherings. CLOs will deliver crime prevention literature at festivals and fairs.
6. CLOs will coordinate events with community groups in their respective district and maintain an active dialogue with the community groups and neighborhood associations in their district.
7. CLOs will maintain communication with the Neighborhood Engagement Office and other City agencies to foster a unified response to issues adversely affecting quality of life.
8. CLOs will partner with City agencies to address nuisance and quality of life issues such as neighborhood blighted property, trash removal, illegal dumping, etc. Calls of that nature will also be entered into the City's 311 system, for proper follow-up by the responsible agencies.
9. CLOs will work with the community to identify and solve problems that contribute to crime and disorder, as well as those issues that adversely affect quality of life.
10. CLOs will work with their respective district's personnel to identify and solve problems that contribute to crime and disorder, as well as those issues that adversely affect quality of life.

11. CLOs will establish and foster partnerships within the community.
12. CLOs will develop and implement proactive and preventative law enforcement strategies.
13. CLOs will increase the public's knowledge and understanding of community policing through educational and training initiatives regarding community-oriented policing strategies.
14. CLOs will build collaborative partnerships between the Police Department and the citizens within the community.
15. CLOs will encourage citizen participation in crime prevention programs including Neighborhood Watch Groups and Meetings.
16. CLOs will attend community "Neighborhood Watch" meetings to address community safety issues.
17. CLOs will collaborate with other government agencies, departmental units, community organizations, the faith-based community, and other appropriate groups to address community concerns.
18. CLOs will interact with other Community Liaison Officers, beat officers, crime analysts and serve as liaisons between the department and the community to prevent crime.
19. CLOs will contact victims of property crimes to offer assistance with security surveys and other programs.
20. CLOs will review and track problem-solving strategies from Neighborhood Watch and Business Watch programs.
21. CLOs will complete other functions as directed by his or her immediate supervisor when not engaged in their primary CLO responsibilities.
22. All mandated Community Policing Forms and/or other documents initiated by CLOs will be submitted to their immediate supervisors in their primary districts of assignment for review and approval. These forms will then be forwarded to the Community Engagement Section Sergeant for review, tracking and monitoring.
23. CLOs will attend all meetings coordinated by the Community Engagement Section Manager for the purposes of training and updates on Community Engagement issues, trend, etc.
24. CLOs will coordinate with the Neighborhood Engagement Office to facilitate district PCAB Meetings.
25. CLOs will consider and incorporate community/citizen interests and concerns in the compilation of the District Community Policing Plans.
26. CLOs will maintain the District Community Policing Plans and recommend initiatives to ensure officers are taking action to work towards district goals and tasks.

Appendix E

Limited English Proficiency 2020 DATA

Consent Decree Paragraph 194. Within 270 days of the Effective Date, NOPD agrees to develop a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals. As part of this process NOPD shall: a) document the number of LEP persons requiring NOPD services and their primary language; b) collect data regarding the number of times an interpreter has been used, listed by language and type of interpreter (telephonic or in-person); c) document the number of bilingual staff who have been evaluated for language proficiency, by language, job title, and level of proficiency; and d) document use of translators, vital documents translated, and languages into which vital documents are translated.

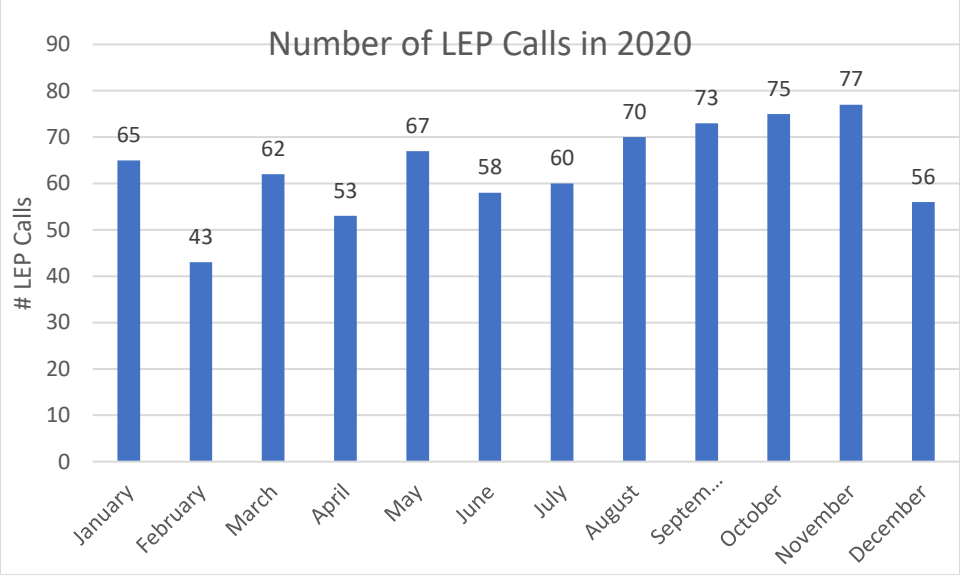
On Friday December 13, 2019, the City of New Orleans experienced a Cyber Attack which compromised integral components of its online systems. The New Orleans Police Department (NOPD) was gravely affected by the loss of use of these systems and was forced to reconstruct the database which collected most of its data. In March of 2020, a Global Pandemic engulfed the World and effected how NOPD was able to service the community. According to CAD data, the NOPD answered 759 Limited English Proficiency (LEP) calls and recorded 282 incidents via the NOPDAI Activity Form. The NOPDAI Activity Forms were not available for use until March 26, 2020. The NOPDAI Activity Form is used to as a centralized location to document the incidents and encounters with LEP individuals who required or requested translation or interpretation services. All police encounters do not always require an Electronic Police Report or Field Interview Card. By using the NOPDAI Activity Forms, NOPD is able to account for all interactions with LEP individuals.

The NOPD has translated the following documents in Spanish and Vietnamese:

- Form 045- Official Notice to Adult Victims of Family Violence Form
- Form 116- Victim/Witness Statement Form
- Form 146- Consent to Search Form
- Form 197- PIB Intro Ltr to Complaint Form
- Form 198- PIB Status Update Ltr to Complaint Form
- Form 199- PIB Ltr to Complaint for Contact Revision
- Form 230- PIB Initial Intake Form/ Commendation Complaint or Documentation of Minor Violation Cantrell
- Form 007- Missing Person Affidavit
- Form 026- Item Number Form

- Form 046- Domestic Violence Patrol Report Checklist
- Form 153- Miranda Rights Form
- Form 208- Auto Theft Affidavit
- Form 212- Missing Person Entry Form
- Form 222- Theft -Burglary Affidavit
- Form 260- Driver Information Exchange Form
- Form 277- Eyewitness Identification Form
- NOPD C.I.T. Resource Sheet
- N.C.I.C. Information Bulletin on Amber Alert Form
- DWI Arrestee's Rights Form
- Standardized Field Sobriety Test (SFST) Form

On a yearly basis, the LAC will review and assess documents and forms used by NOPD and determine if any additional forms and documents need to be translated to service the LEP community.



Of the 282 documented incidents using the NOPDAI Activity Forms, Authorized Interpreters captured the following data:

11 Vietnamese – 1 document translation, 1 public service announcement, 3 telephone interpretation, and 6 in-person interpretation.

271 Spanish – 1 document translation, 1 self-initiated community engagement speaking with children, 2 TV/News Reports, 3 facetime/video interpretation, 66 telephone interpretation, and 197 in-person interpretations.

2020 List of Authorized Interpreters

Assignment	Language	Commissioned or Civilian
1st District	Spanish	Commissioned
1st District	Spanish	Commissioned
1st District	Spanish	Commissioned
1st District/DIU evening	Spanish	Commissioned
2nd District/DIU	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District/DIU evening	Spanish	Commissioned
5th District	Spanish	Commissioned
5th District	Spanish	Commissioned
6th District	Spanish	Commissioned
6th District/A Platoon	Spanish	Commissioned
6th District/B Platoon	Spanish	Commissioned
6th District/B Platoon	Spanish	Commissioned
7th District	Spanish	Commissioned
7th District	Spanish	Commissioned
7th District/B Platoon	Vietnamese	Commissioned
8th District	Spanish	Commissioned
8th District/A Platoon	Spanish	Commissioned
8th District/DIU evening	Spanish	Commissioned
Academy	Spanish	Commissioned
ISB/Auto Theft	Spanish	Commissioned
ISB/Child Abuse	Spanish	Commissioned
ISB/HIDTA	Spanish	Commissioned
PIB	Spanish	Commissioned
PIB	Spanish	Civilian
PSAB	Spanish	Commissioned

PSAB	Spanish	Commissioned
Recruitment	Spanish	Civilian
SID/Intelligence	Vietnamese	Commissioned

**Any and all changes made to the NOPDAI List is updated as necessary by the LAC and distributed to the NOPD and OPCD, as well as posted on the NOPD Intranet*