

CITY OF OAKLAND



POLICE ADMINISTRATION BUILDING • 455 - 7TH STREET • OAKLAND, CALIFORNIA 94607-3985

Police Department

Telephone Device for the Deaf (510) 238-3227

September 17, 2021

To:

Presiding Judge Tara M. DeSautels
Alameda County Superior Court
1225 Fallon Street, Department One
Oakland, CA 94612

Ms. Cassie Barner
c/o Alameda County Grand Jury
1401 Lakeside Drive, Suite 1104
Oakland CA 94612

From: LeRonne L. Armstrong, Chief of Police

Re: Response to 2020-2021 Alameda County Grand Jury Final Report in relation to Oakland
Police Department Section 933.05(f) of the California Penal Code

I approve this report. Please contact my office with any questions.

Respectfully,

A handwritten signature in blue ink, appearing to read "LeRonne L. Armstrong". The signature is fluid and cursive, with a large loop at the end.

LeRonne L. Armstrong,

Oakland Chief of Police



CITY OF OAKLAND

POLICE ADMINISTRATION BUILDING

455-7TH STREET

OAKLAND, CALIFORNIA 94607-3985

Police Department

Telephone Device for the Deaf (510) 238-7629

Patrol Desk (510) 238-3455

Fax (510) 238-2251

September 17, 2021

To: Presiding Judge Tara M. DeSautels
Alameda County Superior Court
1225 Fallon Street, Department One
Oakland, CA 94612

Ms. Cassie Barner
c/o Alameda County Grand Jury
1401 Lakeside Drive, Suite 1104
Oakland CA 94612

From: LeRonne L. Armstrong, Chief of Police

Re: Response to 2020-2021 Alameda County Grand Jury Final Report in relation to Oakland Police Department Section 933.05(f) of the California Penal Code

Attachments included with responses and explanations to Grand Jury Findings and Recommendations:

- Post-Collective Healing Initiative Development Plan (Attachment A)
- Victim/Witness Crime Reporting Bulletin (Attachment B)
- OPD Victim Services Training and Overview PowerPoint (Attachment C)
- Department General Order (DGO) O-7 - Victim/Witness Assistance (Attachment D)
- OPD Victim Services Training Bulletin (Attachment E)
- Collective Healing Initiative Final (Attachment F)
- Pathways Towards Collective Healing Report (Attachment G)
- California Victim Compensation Board Benefit Guide (Attachment H)

Finding	Agree/ Disagree Wholly/ Disagree Partially	Explanation
<p>Finding 21-10: The Oakland Police Department failed to fill the victims of crime liaison officer in accordance with Cal. Gov. Code § 13962(c) and 2 CCR § 649.36 and by OPD’s own general orders, in a timely fashion, causing lost opportunity for the victims of violent crime to obtain needed support. The Oakland Police Department was aware of the directive and in April 2021 complied with the requirement.</p>	<p>Disagree partially</p>	<p>Although OPD did not hire the victims of crime liaison officer (VLO) in the desired timeframe, OPD has been actively addressing this issue since 2018 as outlined below. Moreover, building community relationships is one of the three goals of the Ceasefire Strategy¹. Immediately following the Urban Institute/Urban Peace Institute Oakland Collective Healing Report in 2017 (Attachment F), OPD Ceasefire set a course to address several community/police issues. The issues addressed included (1) the need for a Victims Assistance Program within OPD and, (2) the need to address OPD’s awareness of and direct response to community trauma through a trauma-informed policing plan.</p> <p>OPD employed the following course of action to address these issues:</p> <ol style="list-style-type: none"> 1. OPD applied for funding. Under the direction of then Deputy Chief Armstrong, Ceasefire Director Reygan Harmon and Molly Giesen-Fields wrote the grant proposal, and the U.S. Department of Justice subsequently chose Oakland as one of four demonstration sites for a Collective Healing Initiative Grant (See Attachment G, page 32). They began working on the proposal in April of 2018. 2. OPD conducted an awareness assessment. OPD’s training section conducted internal interviews and external listening and feedback sessions. This was done in order to give a voice to individuals and communities most likely to be victims of violent crime or police interaction. OPD collected and analyzed data and gave subsequent recommendations under contractual agreement with The Urban Institute. 3. OPD developed and rolled out the <u>Trauma-Informed Policing Plan</u> (TIPP) in phases. The plan addresses <u>five major goals</u> related to collective healing between law enforcement and those in the wake of harm. The plan’s focus is staff training,

¹ Ceasefire is a data-driven violence-reduction strategy coordinating law enforcement, social services, and the community. The major goal is to reduce gang/group-related homicides and shootings. Ceasefire seeks to combine the best of community energies, social services, and strategic law enforcement to reduce gun violence associated with gangs/groups far more effectively than these entities operating alone. For more information, see <https://www.oaklandca.gov/topics/oaklands-ceasefire-strategy>.

victim's services and support, community police centered collaboration and training, professional development and wellness, and review and revision of policy and procedures.

4. The 2019 Victim's Assistance and Support proposal (Attachment A) addresses one goal of the Plan and lists, as the first benefit, meeting the state requirement for a VLO.
5. OPD applied to the Office for Victims of Crime (OVC) FY 2020 Law Enforcement-Based Victim Specialist Program for funding for a VLO. The deadline for the grant application was April 20, 2020. The grant application and process may be found online at <https://ovc.ojp.gov/sites/g/files/xyckuh226/files/media/document/OVC-2020-17556.pdf>
6. OPD received notification of the award on October 8, 2020. The award package was in the amount of \$450,000 payable over a three-year period (10/1/2020 through 9/30/2023). Most of the funding goes toward the VLO's salary and benefits. City Council had to approve a resolution authorizing the city administrator or designee to accept and appropriate the funding to OPD for the full-time VLO. Council approved the resolution by unanimous vote in December 2020.
7. OPD posted the VLO position and there was a hiring process to find the most qualified person for the VLO position. The process for hiring the VLO was arduous for several reasons. First, there were COVID protocols in place in terms of hiring within OPD. This position was one of many considered and OPD was only allowed to choose five positions for posting. Four of the positions were already earmarked for posting so the VLO position was the last one considered for the hiring process. OPD must adhere to a strict bureaucratic hiring process which includes posting the position according to City of Oakland guidelines. Moreover, OPD is required to conduct an extensive background check which normally takes months. This background check was especially stringent given the sensitive nature of the VLO position. Normally it takes over a year to post positions, complete interviews, do background checks, and complete the hiring process. OPD expedited this process in order to hire a VLO as soon as possible. The position was filled in April 2021.

<p>Finding 21-11: Failing to have a victims of crime liaison officer for years, the Oakland Police Department missed out on relevant and available training mandated by Cal. Gov. Code sec. [13962(d).]</p>	<p>Agree</p>	<p>Although OPD had not hired a dedicated VLO, training for victims’ assistance policy and practice is always provided in the academy. The OPD Chief can designate a Criminal Investigation Division (CID) or Patrol Division-Investigation Unit Commander as the Department’s VLO. Before the VLO was hired, an OPD Lieutenant was serving in this role.</p> <p>Trainers discuss this specific section of policy: <i>“Pursuant to Government Code Section 13968 (c), Penal Code Section 13701 and 264.2, police personnel shall provide all eligible crime victims/witnesses with a Resource Card for Victims of Crime (Homicide, Assault, and Robbery, or Special Victims) and a Victim’s Rights (Marsy’s Law) Card and document this fact in the appropriate offense report (s). The Resource Card provides the victim/witness with information about the California Victim of Crime Program as well as counseling and victim advocacy assistance. It also provides the telephone number that they can call to report additional information about the case or to receive information about the status of the case.”</i> More information about the victims’ rights is also available in the Training Bulletin (Attachment E).</p> <p>Furthermore, the California Commission on Peace Officer Standards and Training (POST), in Learning Domain 5 – Introduction to Criminal Law,² provides instruction on Marsy’s Law mandates. The instruction continues to extend beyond the Basic Academy, where members of our Criminal Investigations Division continue to promote this mandate. Here is the information from the California Commission on Peace Officer Standards and Training Course Workbook Series:</p>
---	--------------	--

² https://post.ca.gov/portals/0/post_docs/basic_course_resources/workbooks/LD_04_V-4.6.pdf

Victim Assistance Information

Introduction

It is the duty of every law enforcement agency to inform crime victims of the services that may be available to them.

Required information

There are two categories of information law enforcement agencies must, under law, convey to the crime victim pursuant to *Government Code Section 13968(c)*.

Officers must notify victims of the existence of:

- local victim assistance centers
- the California Victims of Crime Compensation Program
- Government Code Section(s) 13950-13966
- Victim's Bill of Rights, California Constitution, Article I, Section 28(b), "Marsy's Law"

For sexual assault victims specifically, officers must provide victims with the "Victims of Domestic Violence" brochure or the agency's card developed for sexual assault victims, whichever is more applicable [*Penal Code Section 264.2(a)*].

NOTE: Marsy's Law Card available at, http://ag.ca.gov/victimservices/pdf/marsy_pocket_en.pdf.
See pages 2-24 through 2-26 for referenced material

Victims of crime compensation program

Under California law (*Government Code Sections 13950-13969.7*), qualified victims of specified violent crimes may receive financial assistance for losses resulting from a crime when these losses cannot be reimbursed by other sources. This program is referred to as the *Victims of Crime Compensation Program*.

NOTE: Peace officers should not tell victims they will qualify for compensation, they should only advise them of how to apply for compensation.

<p>Finding 21-12: Racial disparities exist in the number of applications for crime victim compensation that are denied for lack of cooperation with law enforcement, lack of cooperation with the claims group, and involvement in events leading to crimes. Black applicants receive a disproportionate number of denials for these reasons compared to applicants in other racial/ethnic categories.</p>	<p>Agree</p>	<p>Statistics show that Black applicants are disproportionately denied for claims.</p> <p>Some victims are ineligible for the California Victim Compensation Program funds. Any victims who incur expenses related to the crime while on either probation or parole do not qualify for the California Victim Compensation Program³. In addition, if they are listed as a suspect, they are automatically ineligible to receive funds. If the victim is not eligible for the California Victim Compensation Board (CalVCB) compensation, OPD Victim Services can provide referrals to community-based service providers who offer low or no cost counseling, resources, and other services. Our current OPD VLO is tracking who goes to the claims group and why they are being denied so OPD can maintain its own data. Applications can be submitted either online or through the local Victim Center, which is the District Attorney Victim Witness Program or the Family Justice Center in Alameda County. Final determinations are made by CalVCB at the State level.</p> <p>OPD strives to ensure that crime victims are treated fairly. Fair and equitable treatment is an integral tenet of our training. Our crime reporting policy states that reporting should be done with an equity-based lens. OPD officers are expected to account for the effects which trauma can have on the victims. Captain Figueroa conducted a line up training for all Criminal Investigators and included this topic as a part of the curriculum for the Basic Investigators course which was held in early 2021. The Training Section also provided additional training to the Department on how officers need to be more descriptive in how they articulated their interactions with victims/witnesses (See Attachment B).</p> <p>The following language is included in all Victim Services and Report writing:</p>
--	--------------	---

³ California Victim Compensation Board Eligibility for Government Code 13956

(c) (1) Notwithstanding Section 13955, no person who is convicted of a violent felony listed in subdivision (c) of Section 667.5 of the Penal Code may be granted compensation until that person has been discharged from probation or has been released from a correctional institution and has been discharged from parole, Post Release Community Supervision (PRCS), or mandatory supervision, if any, for that violent crime. In no case shall compensation be granted to an applicant pursuant to this chapter during any period of time the applicant is held in a correctional institution, or while an applicant is required to register as a sex offender pursuant to Section 290 of the Penal Code.

(2) A person who has been convicted of a violent felony listed in subdivision (c) of Section 667.5 of the Penal Code may apply for compensation pursuant to this chapter at any time, but the award of that compensation may not be considered until the applicant meets the requirements for compensation set forth in paragraph (1).

All police personnel are reminded that when obtaining a victim's account of an incident, they are not to infer or assume what that victim's state of mind is or may be (i.e. uncooperative or not forthcoming), based on factors such as the victim's animated behavior, use of profanity or refusal to communicate. The effects of trauma, rather than a refusal to cooperate, may result in a victim exhibiting these types of behaviors when being interviewed by police personnel.

Additionally, police personnel are not to incorporate any historical or habitual information concerning a victim (e.g., substance abuse), on the assumption that this behavior was contributory to his or her victimization, unless there is direct evidence of such.

When obtaining a victim's account of an incident to be transposed onto an incident report, police personnel shall always be guided by the facts and actions relative to the victim(s), and the facts and actions relative to any witnesses and attendant police personnel.

Understanding that trauma can impact a victim's ability to process information and moderate behavior, an officer shall not deem a victim to have failed to cooperate based on their conduct with law enforcement at the scene of the crime or in a hospital following the crime. For the purposes of completing the report, a victim in such a setting will be referred to as "unable to complete the interview at the time." Officers should make every attempt to conduct interviews at times and places that are safe and private for the victim.

Some victims are ineligible for the California Victim Compensation Program funds. Any victims who incur expenses related to the crime while on either probation or parole do not qualify for the California Victim Compensation Program⁴. In addition, if they are listed as a

⁴ California Victim Compensation Board Eligibility for Government Code 13956

(c) (1) Notwithstanding Section 13955, no person who is convicted of a violent felony listed in subdivision (c) of Section 667.5 of the Penal Code may be granted compensation until that person has been discharged from probation or has been released from a correctional institution and has been discharged from parole, Post Release Community Supervision (PRCS), or mandatory supervision, if any, for that violent crime. In no case shall compensation be granted to an applicant pursuant to this chapter during any period of time the applicant is held in a correctional institution, or while an applicant is required to register as a sex offender pursuant to Section 290 of the Penal Code.

(2) A person who has been convicted of a violent felony listed in subdivision (c) of Section 667.5 of the Penal Code may apply for compensation pursuant to this chapter at any time, but the award of that compensation may not be considered until the applicant meets the requirements for compensation set forth in paragraph (1).

		<p>suspect, they are automatically ineligible to receive funds. If the victim is not eligible for CalVCB compensation, OPD Victim Services can provide referrals to community-based service providers who offer low or no cost counseling, resources, and other services. Our current OPD VLO is tracking who goes to the claims group and why they are being denied so OPD can maintain its own data. Applications can be submitted either online or through the local Victim Center, which is the District Attorney Victim Witness Program or the Family Justice Center in Alameda County. Final determinations are made by Cal VCB at the State level.</p>
<p>Finding 21-13: The claims group relies on information from law enforcement as the basis of their determinations that an applicant or victim has failed to cooperate or was involved in events leading to crimes.</p>	<p>Agree</p>	<p>OPD agrees that it is fair to assume that the claims group uses information provided by law enforcement to make its determinations. However, OPD does not know to what extent that information is relied upon or otherwise interpreted or used by the claims group to make its determinations.</p> <p>OPD strives to keep the channels of communication as open as possible with the District Attorney' Victim/Witness Services (DAVW). Moreover, OPD endeavors to be as transparent as possible. OPD keeps communication open and transparent with the claims group in relation to the incident by (1) giving the claims group a copy of relevant police reports; (2) giving the claims group a victims of violent crime form filled out on behalf of the victim; and (3) inviting the claims group to call the OPD VLO for more information or for clarification. Prior to the hiring of the current VLO, the claims group could contact the Criminal Investigation Division (CID) or Patrol Division-Investigation Unit Commander as the Department's designated VLO.</p>
<p>Finding 21-14: Determinations about cooperativeness and involvement include subjective judgments on the part of police and other law enforcement personnel that could lead to a denial of victim compensation funds, and consequently are relatively more likely to be influenced by overt or implicit bias, among other factors.</p>	<p>Disagree partially</p>	<p>OPD realizes the program needs revamping and is instituting policies to limit potential for bias wherever possible and appropriate. In addition, according to the final Grand Jury report, the claims group does not take responsibility for resolving miscommunications between law enforcement and applicants even though it is required to do so under state law (p. 46, Grand Jury report). If there is ambiguity as to an applicant's "cooperativeness," it would be helpful for the claims group to reach out to law enforcement on behalf of the applicant. Similarly, if the claims group suspects bias or preferential treatment, they are encouraged to share those concerns with OPD and/or obtain further information where appropriate.</p>

		<p>OPD officers aim to be objective and to provide all victims with the information they need to obtain services. When asking a victim about their desire to press charges or not, victims who are unable or hesitant to participate in interviews will be referred to as “unable to complete the interview at that time” on the report. There shall be no mention or language of “cooperative vs. non-cooperative” used in the report. Ultimately, the District Attorney will assess the case and determine whether or not to proceed with prosecution. It is important to note that the District Attorney has successfully prosecuted offenders when victims were reluctant to engage in the prosecutorial process.</p> <p>Distribution of the resource cards meets the state requirement to inform victims about California Victim Compensation Program. All victims receive the following cards:</p> <ul style="list-style-type: none"> • Information Card / Blue Card (TF-3264) • Marsy’s Law Resource Card (TF-3323) <p>Depending on the crime which has been committed, victims will receive one of these cards:</p> <ul style="list-style-type: none"> • Homicide, Robbery, Assault • Special Victims – Domestic Violence, Sexual Assault, Human Trafficking, Missing Persons • Missing Persons • Human Trafficking • Hate Crimes • Mental Health Resource Card (TF-3354)
<p>Finding 21-15: The Oakland Police Department’s website is maintained in an opaque fashion with no provision for globally searching for any particular policy or procedure.</p>	<p>Disagree partially</p>	<p>Victim and Witness Support and Service referral information as well as its policies and procedures has been added to the main page of the OPD website, so it is easily accessible and viewable. Here is the website: https://www.oaklandca.gov/resources/victim-and-witness-assistance</p> <p>OPD has placed its Policies and Procedures on its main page and they are searchable within this page: https://www.oaklandca.gov/departments/police</p> <p>In terms of being globally searchable, OPD is one of several departments in the City of Oakland. OPD can maintain its own webpage content but City of Oakland controls and dictates structure and required template for each page. This impacts the searchability for</p>

		the overall City of Oakland website. OPD would have to investigate if City of Oakland is willing to change the global website structure in order to increase global searchability.
Recommendation	Has been implemented/ Will be implemented/ Requires further analysis/ Will not be implemented	Explanation
Recommendation 21-10: The Oakland Police Department must fulfill the expectations of the victims of crime liaison officer role immediately, while providing the contact information to Victim-Witness Assistance Division and related public sector partner organizations who focus on victim advocacy and victim compensation programs.	Has been implemented	<p>OPD applied to the OVC FY 2020 Law Enforcement-Based Victim Specialist Program for funding for a VLO. The deadline for the grant application was April 20, 2020. OPD was notified on October 8, 2020, that they received an award package in the amount of \$450,000 payable over a three-year period (10/1/2020 through 9/30/2023). Most of the funding is goes towards the VLO's salary and benefits. City Council had to approve a resolution authorizing the city administrator or designee to accept and appropriate the funding to OPD for the full-time VLO. The resolution was approved by unanimous vote in December 2020.</p> <p>The position was posted and there was a hiring process to find the most qualified person for the VLO position. The process for hiring the VLO was arduous for several reasons. First, there were COVID protocols in place in terms of hiring within OPD. This position was one of many considered and OPD was only allowed to choose five positions for posting. Four of the positions were already earmarked for posting so the VLO position was the last one considered for the hiring process. OPD must adhere to a strict bureaucratic hiring process which includes posting the position according to City of Oakland guidelines. Moreover, OPD is required to conduct an extensive background check which normally takes months. This background check was especially stringent given the sensitive nature of the VLO position. Normally it takes over a year to post positions, complete interviews, do background checks, and complete the hiring process. This process was expedited in order to hire a VLO as soon as possible. position was filled in April 2021.</p> <p>The VLO has prepared a training on Victim Services, resources and requirements that will be presented annually with updates as needed during lineups. VLO has completed a</p>

PowerPoint presentation (see Attachment C) for office training. The VLO completed training on September 8th, 2021, to staff to ensure that they understand the required timelines outlined with Cal. Gov. Code 13962(c). Officers received handouts with information the California Victim Compensation Program, ways to contact the Alameda County District Attorney Victim Witness Program, and referrals to community-based service providers during the training. Training materials are also available in the Power DMS system, so they are available in multiple forms to distribute to crime victims.

An important note about the crime reporting policy is that reporting is done with an equity-based lens. OPD officers are expected to account for the effects which trauma can have on the victims. For example, trauma can impact a victim's ability to process information and to control their behavior. Therefore, officers cannot consider a victim to have failed to cooperate based on their conduct especially at the scene of the crime, at the hospital, or any other public spaces. Officers are directed to conduct interviews at a time and place which is considered safe and private for the victim. Moreover, victims who are unable or hesitant to participate in interviews will be referred to as "unable to complete the interview at that time" on the report. There shall be no mention or language of "cooperative vs. non-cooperative" used in the report.

All victims receive resource cards which provide information about the California Victim of Crime Program as well as counseling and victim advocacy assistance. The resource card also provides a telephone number they can call to report additional information about the case or to receive information about the status of the case.

Distribution of the resource cards meets the state requirement to inform victims about California Victim Compensation Program. All victims receive the following cards:

- Information Card / Blue Card (TF-3264)
- Marsy's Law Resource Card (TF-3323)

Depending on the crime which has been committed, victims will receive one of these cards:

- Homicide, Robbery, Assault
- Special Victims – Domestic Violence, Sexual Assault, Human Trafficking, Missing Persons
- Missing Persons
- Human Trafficking

		<ul style="list-style-type: none"> • Hate Crimes • Mental Health Resource Card (TF-3354) <p>For violent crimes, the Department of Violence Prevention will either send a staff member or assign a representative from an organization like Youth Alive to meet with the family, where the case manager will assist the victims in applying for victim of crime (VOC) funds and to navigate the funeral and/or medical process. Also, the social workers at our manager local hospitals that typically see felony assault victims, CHO and ACH, will assist them in completing the VOC application.</p>
<p>Recommendation 21-11: The Oakland Police Department must enhance awareness and training of officers and other personnel in victim support, particularly in areas of the city with the highest rates of violent crime.</p>	<p>Has been implemented</p>	<p>The VLO has prepared a training on Victim Services, resources and requirements that will be presented annually with updates as needed during lineups. The first training was completed on September 8, 2021. The training includes information about the California Victim Compensation Board, the VLO role, victim eligibility, and qualifications for compensation. It includes the list of crimes covered by the California Victim Compensation Program. It also has information about the application process including covered expenses and what is not covered. The training document also provides details about the resource cards and when they should be used. Finally, the training covers the victim/witness crime reporting policy which includes the purpose of the crime report. The crime report should be completed with an equitable and empathetic lens and to consider how trauma affects victims. This impacts how and when officers conduct interviews and what information officers include in their final reports.</p> <p>The main training topics are:</p> <ul style="list-style-type: none"> • Background on the California Victim Compensation Program • Background on OPD Victim Services • Victim Eligibility & Compensation • Application and Referral Process • Review requirement to distribute and usage of resource cards • Victim/Witness Reporting policy (non-cooperative)
<p>Recommendation 21-12: The Oakland Police Department must work with the Victim-Witness Assistance Division to investigate the causes of racially disparate outcomes in</p>	<p>Has been implemented</p>	<p>OPD will maintain its own documentation as to whether victims are deemed to be eligible for compensation or not. OPD training mandates officers cannot use conclusory language that a victim was “cooperative” or “not cooperative” in police reports. Instead, officers can report whether the victim made a statement or is “not able to provide a statement at this time.” This practice removes any possible subjective categorization or conclusion by an officer about whether a victim is ‘cooperative’ or ‘uncooperative’ that could ultimately be</p>

<p>compensation award decisions, specifically the policies, procedures, methods and language used by law enforcement to communicate with the claims group and victim compensation decisions.</p>		<p>used to immediately conclude eligibility or ineligibility. Instead, it is intended to allow the claims group latitude in assessing each situation to make an eligibility determination. OPD has also worked to minimize racially disparate outcomes by modifying policies, procedures, and language to provide factually based information in its communication with the claims group. Additionally, the VLO will continue attending community meetings and events to make residents aware of the Victim Services Unit within OPD and of the services that are available.</p>
<p>Recommendation 21-13: The Oakland Police Department must require all personnel involved in sharing information with the Victim-Witness Assistance Division to undergo periodic training, with the goal of increasing awareness of the California Victim Compensation Board programs, increasing awareness of the duty of law enforcement to inform victims of the compensation assistance available to them, and minimizing the incidence of racially disparate outcomes in victim compensation award decisions.</p>	<p>Has been implemented</p>	<p>The VLO has prepared a training on Victim Services, resources and requirements that will be presented annually with updates as needed during lineups. VLO has completed a PowerPoint presentation for office training. The VLO completed training on September 8, 2021, to staff to ensure that they understand the required timelines outlined with Cal. Gov. Code 13962(c). Officers received handouts with information the California Victim Compensation Program, ways to contact the Alameda County District Attorney Victim Witness Program, and referrals to community-based service providers during the training. Training materials are also available in the Power DMS system, so they are available in multiple forms to distribute to crime victims.</p> <p>Victim and Witness Support and Service referral information has been added to the main page of the OPD website, so it is easily accessible and viewable. Here is the website: https://www.oaklandca.gov/resources/victim-and-witness-assistance</p> <p>VLO has ordered official California Victim Compensation Board posters which will arrive by the end of September. VLO will place them at both the administrative building (455 7th Street, Oakland) and Eastmont Center. Resource cards and handouts will be available at those locations as of mid-September. A copy of the CalVCB Benefit Guide (see Attachment H) is an example of the type of outreach material that they provide.</p>
<p>Recommendation 21-14: The Oakland Police Department must ensure that the victim of crime liaison officer receives and disseminates available training materials provided in accordance</p>	<p>Has been implemented</p>	<p>The VLO has prepared a training on Victim Services, resources and requirements that will be presented annually with updates as needed during lineups. VLO has completed a PowerPoint presentation for office training. The VLO completed training on September 8th, 2021, to staff to ensure that they understand the required timelines outlined with Cal. Gov. Code 13962(c). Officers received handouts with information the California Victim Compensation Program, ways to contact the Alameda County District Attorney Victim Witness Program, and referrals to community-based service providers during the training.</p>

<p>with Cal. Gov. Code sec. 13962(d).</p>		<p>Training materials are also available in the Power DMS system, so they are available in multiple forms to distribute to crime victims.</p> <p>The VLO will monitor local, state, and federal policies as related to Victim of Crime legislation and provide updates to OPD personnel as needed. The VLO will also continue to recommend updates to OPD policies to ensure the Department is in compliance with new regulations and requirements.</p>
<p>Recommendation 21-15: The Oakland Police Department must review and ensure compliance with legal requirements, policies and methodologies used to document the issuance of the Marsy's Law/resource card.</p>	<p>Has been implemented</p>	<p>The Oakland Police Department currently complies with this directive. OPD personnel have been trained to provide this information to victims and witnesses. Failure to comply with this directive, captured in Department General Order (DGO) O-7 - Victim/Witness Assistance (Attachment D), would be a violation of Department Policy and Procedures. As referenced in the response to Recommendation 21-14, the VLO will also continue to apprise OPD of any updates in policies to ensure the department is in compliance with legal requirements.</p> <p>Here are the field officer's responsibilities as outlined in DGO O-7:</p> <p>A. Field officers shall provide all eligible violent crime victims with a Resource Card and document this fact in the appropriate offense report(s). The Resource Card should also be provided to other victims/witnesses as the information contained in it is valuable to anyone who has been involved in reporting a crime. The Resource Card provides the victim/witness with information concerning counseling, medical attention, compensation programs or emergency financial assistance, and victim advocacy. The card also provides the victim/witness with the telephone number that they can call to report additional information about the case or to receive information about the status of the case. Officers should not inform a victim/witness that all cases require a follow-up investigation.</p> <p>B. Officers shall advise the victim/witness about what to do in the event the suspect (or suspect's friends or relatives) threatens or otherwise intimidates him/her.</p> <p>C. The advisement required by Penal Code Section 293 (See Part III, B of this order) shall be documented in any written report of the incident.</p> <p>D. Field officers who have contact with a victim/witness who need further assistance after the initial incident shall advise them to contact the appropriate investigative unit to which the case would be assigned.</p>

		<p>E. Officers shall maintain the confidentiality of victim/witness information in accordance with State law and Departmental policy.</p> <p>F. When called upon to do so, officers shall promptly notify next-of-kin of deceased, seriously injured, or seriously ill persons. Whenever possible, assistance should be obtained from:</p> <ol style="list-style-type: none"> 1. Clergy in accordance with the provisions of Part IV of Departmental General Order B-16, VOLUNTEER POLICE CHAPLAINCY PROGRAM. 2. Relative. 3. Close friend. <p>G. Field supervisors shall monitor completed offense reports to ensure compliance with the provisions of Part VI of this order.</p>
<p>Recommendation 21-16: The Oakland Police Department and the City of Oakland, to the extent applicable, must post its policies and procedures on the City of Oakland's website in such a manner that is globally searchable and user friendly.</p>	<p>Has been implemented</p>	<p>Victim and Witness Support and Service referral information as well as its policies and procedures has been added to the main page of the OPD website, so it is easily accessible and viewable. Here is the website: https://www.oaklandca.gov/resources/victim-and-witness-assistance</p> <p>OPD has placed its Policies and Procedures on its main page and they are searchable within this page: https://www.oaklandca.gov/departments/police</p> <p>In terms of being globally searchable, OPD is one of several departments in the City of Oakland. OPD can maintain its own webpage content but City of Oakland controls and dictates structure and required template for each page. This impacts the searchability for the overall City of Oakland website. OPD would have to investigate if City of Oakland is willing to change the global website structure in order to increase global searchability.</p>