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| GEORGIA DEPARTMENT OF JUVENILE JUSTICE | Transmittal # 13-03 | Policy #: 15.10 |
| Applicability: {x} All DJJ Staff {x} Administration {x} Community Services {x} Secure Facilities (RYDCs & YDCs) | Related Standards & References: Executive Order 13166, Federal Register Vol. 65, No. 159 (Improving Access to Services for Persons with Limited English Proficiency) | |
| Chapter 15: RIGHTS OF YOUTH | Effective Date: 3/15/13 Scheduled Review Date: 3/15/15 | |
| Subject: LANGUAGE ASSISTANCE SERVICES | APPROVED: | |
| Attachments: A – “I Speak” Form |  <hr/> Avery D. Niles, Commissioner | |

I. POLICY:

The Department of Juvenile Justice shall prohibit discrimination based on limited English proficiency. To ensure effective communication with all youth at all points of contact and meaningful access to all programs and services, language assistance services shall be provided to youth with limited English proficiency.

II. DEFINITIONS:

Limited English Proficiency (LEP): English is not the primary language; a limited ability to read, speak, write, or understand English can be limited English proficient.

Meaningful Access: Providing or arranging for language assistance services, including oral interpretation and written translation, where necessary.

III. PROCEDURES:

A. Language assistance services will be available at no cost to youth with limited English proficiency (LEP).

1. Documents intended for youth (e.g., youth handbooks, help request forms, grievance forms, etc.) will have a Spanish language translation. Other translations may be developed as needed.
2. Oral communication with LEP youth will be provided by bilingual staff or through an interpreter. Interpreter services may be provided by staff or through community interpreter services.
3. Interpretation services may be provided in person, over the telephone, through video conferencing, through social media such as email or texting using only DJJ approved electronic communications devices, or other appropriate technology.
4. As a last resort, family members, children, friends, and untrained volunteers will not be used as interpreters, unless specifically requested by the youth or youth’s parent or legal representative, and upon approval of the Juvenile Detention Counselor or community case manager.

| Chapter | Subject | Policy # | Page |
|-----------------|------------------------------|-----------------|-------------|
| RIGHTS OF YOUTH | LANGUAGE ASSISTANCE SERVICES | 15.10 | 2 of 2 |

- B. Facility/program/office Directors will ensure that all staff are trained in how to access language assistance services.
- C. Each secure facility will provide youth with LEP the “I Speak” Form (Attachment A) at intake to identify the youth’s language needs. The youth’s identified language of proficiency will be documented in the Juvenile Tracking System.

IV. LOCAL OPERATING PROCEDURES REQUIRED: NO