

# YOUTH SERVICES POLICY

<b>Title:</b> Language Assistance Services	<b>Type:</b> B. Classification, Sentencing and Service Functions <b>Sub Type:</b> 8. Youth Related Services <b>Number:</b> B.8.5
	<b>Page 1 of 3</b>
<b>References:</b> ACA Standards 2-CO-3C-01 (Administration of Correctional Agencies); 4-JCF-3A-03, 4-JCF-3A-16, 4-JCF-3B-01, 4-JCF-3D-02, 4-JCF-4C-05, 4-JCF-4C-44, 4-JCF-5A-03, and 4-JCF-5D-01 (Performance-based Standards for Juvenile Correctional Facilities); Exec Order No. 13166, 65 Fed. Reg. 159 (August 16, 2000)(Improving Access to Services for Persons with Limited English Proficiency); YS Policies B.7.1 "Education", B.7.2 "Programs for Post-Secondary Education – Secure Care", C.2.8 "Youth Visitation in Secure Facilities" and C.2.11 "Prison Rape Elimination Act (PREA)"	
<b>STATUS: Approved</b>	
<b>Approved by:</b> Otha "Curtis" Nelson, Jr., Deputy Secretary	<b>Date of Approval:</b> 05/04/2023

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To ensure effective communication with all youth at all points of contact and provide meaningful access to all programs and services, language assistance services shall be provided to youth with limited English proficiency.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Probation and Parole Director - Juvenile, Youth Facilities Director - Statewide, Language Assistance Coordinator, Executive Management Advisor, Regional Directors, Regional Managers and Facility Directors.

IV. DEFINITIONS:

**Bilingual Person** – A person who is bilingual is fluent in two languages and is able to conduct the business of the workplace in either of those languages.

***Interpretation and Translation*** – Interpretation involves oral communication. Translation involves written communication. Successful interpretation and translation involves faithfully and accurately conveying the meaning of the source message into another language (spoken or written) without omission, addition, or embellishment.

***Language Assistance Coordinator*** – The OJJ employee responsible for linking youth to oral, written, and sign language services needed to enable LEP individuals to communicate effectively with staff through a translator or Translation Contractor.

***Language Assistance Services*** – Oral, written, and sign language services needed to enable LEP individuals to communicate effectively with staff and to gain access to, and an equal opportunity to participate fully in the services, activities or other programs administered by OJJ.

***Limited English Proficient (LEP) Person*** – A person who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English. LEP individuals may be competent in English for certain types of communication (e.g. speaking or understanding), but still be LEP for other purposes (e.g. reading or writing).

***Primary Language*** – The language in which a person communicates most effectively.

***Translation Contractor*** – A contracted firm with OJJ that shall provide in-person, telephonic, video or online interpretation services to limited English proficient persons who are in OJJ custody and in need of those services. The services of the translation contractor shall be arranged/scheduled by the Language Assistance Coordinator.

## V. POLICY:

It is the Deputy Secretary's policy that all limited English proficient (LEP) youth be given access to language assistance services at no cost to the youth.

The Language Assistance Coordinator shall be responsible for supporting and strengthening limited English proficient youth's access to language assistance services statewide.

## VI. PROCEDURES:

- A. As needed, documentation intended for youth (e.g. youth handbooks, help request forms, grievance form, LAMOD documentation, etc.) will have a Spanish language translation. Other translations may be developed as needed.
- B. Each secure facility will provide youth with LEP the "I Speak" Form [Attachment B.8.5 (a)] at intake to identify the youth's language needs. The youth's identified language of proficiency should be documented in the Juvenile Electronic Tracking Systems (JETS).

- C. Oral communication with LEP youth will be provided by bilingual staff or through an interpreter. Interpreter services shall be provided through the translation contractor. Staff shall contact the Language Assistance Coordinator at least forty-eight hours before translation services are needed by email to set up an appointment with the interpreter. If interpreter services will no longer be needed for a youth, staff shall advise the Language Assistance Coordinator at least forty-eight hours before the services are no longer needed, if possible. Staff or youth may not solicit the interpreter for additional sessions or additional translation services. Staff must coordinate through the Language Assistance Coordinator for all translation services.
- D. For additional language resources or written translation services, staff must arrange with the Language Assistance Coordinator.
- E. Interpretation services may be provided in person, over the internet or telephone through video conferencing, through social media, email or testing using only OJJ approved electronic communications devices that ensure confidentiality, or other appropriate technology.
- F. 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 Language Assistance Coordinator.
- G. Youth shall never be used in a facility to provide interpreter or translation services except in exigent circumstances. If an exigent circumstance should occur, the incident shall be documented on a UOR and a copy sent to the Language Assistance Coordinator. All such episodes shall be reviewed by the Language Assistance Coordinator to determine the resources or procedures needed to prevent their reoccurrence.
- H. When requesting services include the following information:
  - 1. Type of Service
  - 2. Language needed
  - 3. Date & Time service is needed
  - 4. Name of staff requesting service
  - 5. Youth name with JETS#
  - 6. Facility name

**Previous Regulation/Policy Number:** N/A

**Previous Effective Date:** N/A

**Attachments/References:** B.8.5 (a) I Speak Language Identification Guide  
B.8.5 (b) Language Assistance Coordinator Contact Information May 2023



## A

### Amharic

አኒ የምናገረው አማርኛ ነው።

### Arabic

انا اتكلم العربية

### Armenian

Ես խոսում եմ հայերեն

## B

### Bengali

আমি বাংলা বলতে পারি

### Bosnian

Ja govorim bosanski

### Bulgarian

Аз говоря български

### Burmese

ကျွန်တော်/ကျွန်မ မြန်မာလို ပြောတတ်ပါတယ်

## C

### Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

### Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

### Catalan

I parlo català

### Croatian

Govorim hrvatski

### Czech

Mluvím česky

## D

### Danish

Jeg taler dansk

### Dari

من دری حرف می زنم

### Dutch

Ik spreek het Nederlands

## E

### Estonian

Ma räägin eesti keelt

## F

### Finnish

Puhun suomea

### French

Je parle français

## G

### German

Ich spreche Deutsch

### Greek

Μιλώ τα ελληνικά

### Gujarati

હું ગુજરાતી બોલુ છું

## H

### Haitian Creole

M pale kreyòl ayisyen

### Hebrew

אני מדבר עברית

### Hindi

मैं हिंदी बोलता हूँ ।

### Hmong

Kuv hais lus Hmoob

### Hungarian

Beszélek magyarul

## I

### Icelandic

Ég tala íslensku

### Indonesian

Saya berbicara bahasa Indonesia

### Ilocano

Agsaonak ti Ilocano

### Italian

Parlo italiano

## J

### Japanese

私は日本語を話す

## K

### Korean

한국어 합니다

### Kurdish

min azanim Ba Kurdi Qsa bkam

### Kurmanci

as zanim eb kurmanji baxvim

## L

### Laotian

ຂອຍປາກພາສາລາວ

### Latvian

Es runāju latviski

### Lithuanian

Aš kalbu lietuviškai

## M

### Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

### Mongolian

би монгол хэл ярьдаг

## N

### Norwegian

Jeg snakker norsk

## P

### Persian

من فارسی صحبت می کنم.

### Polish

Mówię po polsku

### Portuguese

Eu falo português do Brasil  
(for Brazil)

Eu falo português de Portugal  
(for Portugal)

### Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ।

## R

### Romanian

Vorbesc românește

### Russian

Я говорю по-русски

## S

### Serbian

Ja govorim српски

### Sign Language (American)



### Slovak

Hovori slovenská

### Slovenian

Govorim slovensko

### Somali

Waxaan ku hadlaa af-Soomaali

### Spanish

Yo hablo español

### Swahili

Ninaongea Kiswahili

### Swedish

Jag talar svenska

## T

### Tagalog

Marunong akong mag-Tagalog

### Tamil

நான் தமிழ் பேசுகிறேன்

### Thai

พูดภาษาไทย

### Turkish

Türkçe konuşurum

## U

### Ukrainian

Я розмовляю українською мовою

### Urdu

میں اردو بولتا ہوں

## V

### Vietnamese

Tôi nói tiếng Việt

## W

### Welsh

Dwi'n siarad Cymraeg

## X

### Xhosa

Ndithetha isiXhosa

## Y

### Yiddish

איך רעד יידיש

### Yoruba

Mo ńsọ Yorùbá

## Z

### Zulu

Ngiyasikhuluma isiZulu



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