

### **Pre-JDAI Involvement**

- I. Efforts started in 1999 – partnership with JPD and key CBOs by establishment of Language Access Task Force.
- II. Purpose: Examine challenges faced by SFJPD in communication with limited and non-English proficient youth and parents
  - a. (Note: Purpose had a limited scope – did not include all JJ stakeholders – a mistake)!
- III. Reasons for task force creation:
  - a. Increasingly diverse consumers
  - b. Frustration by CBO community
  - c. Frustration by DPO community
- IV. Goal: to develop a comprehensive needs assessment & analysis:
  - i. Documents that need translation
  - ii. Use of Interpreters
  - iii. Bilingual staff capacity
- V. Key Recommendations (note: took 2 ½ years to develop. Final product was a 20 page single-space set of recommendations):
  - a. Enhanced parent/guardian orientation re:
    - i. Juvenile Hall Experience
    - ii. Probation Services
    - iii. Court process
  - b. Translations
    - i. Identify forms needing translation for parents/youth
    - ii. Develop system to translate and make forms accessible
  - c. Communication
    - i. Identification and better use of bilingual staff
    - ii. Hiring of more bilingual staff
    - iii. Early assessment of primary language
      1. Use and training of language line
      2. Discontinuation of practice of using youth/siblings
  - d. JPD policies and procedures to guide new practice.
    - i. Training; Signage; Information Sharing

### **Implementation Issues:**

1. Lack of coordination/point person
2. Change in key personnel:
  - a. CPO
  - b. CBO participation – both in leadership and interns
3. Report and recommendations sat for over a year

## **JDAI Role**

- Late 2003, JDAI EC developed a new working team: Language Access/Cultural Competency (LA/CC) – with JDAI coordinator to serve as point person and CBO representatives as Chairs.
- LA/CC reviewed 20 page report – developed six questions for city attorney clarification:
  - 1) What are the legal obligations of the City and County to provide written materials in a client's primary language?
  - 2) Is there a monitoring group that oversees City Agency compliance with these City regulations?
  - 3) Are there state and/or federal laws that mandate language accessible information, and if so, do these state/federal laws supercede local laws?
  - 4) What are the laws requiring interpreters for all JPD/youth/family contacts? I.e., interviews.
  - 5) Are there laws/regulations about using Community Based Organizations, siblings, and friends as interpreters?
  - 6) What are the responsibilities of JPD staff members who receive bilingual pay
- LA/CC receives city attorney responses; using responses as a guide, along with original recommendations, developed an implementation plan – presented to JDAI EC late 2004. Recommendations divided into:
  - Low Hanging Fruit
  - High Hanging Fruit

### **Low-Hanging Fruit Recommendations**

- ⇒ Siblings, friends or other detainees shall not be used for translation services for youth involved in any aspect of the Juvenile Justice system, including first contacts and youth in detention.
- ⇒ Translators should be available to monolingual youth and their families whenever needed.
- ⇒ Efforts will be made to:
  - Assign all monolingual youth with Probation Officers fluent in the youth's language and/or if the assigned PO does not have the required language capacity, arrangements be made with a PO with the needed language capacity.
  - Assign a bi-lingual PO if the parent is monolingual.
- ⇒ JPD to develop a data baseline of the number of monolingual youth brought to the front door and the number of monolingual parents.
- ⇒ Enhance the scope of work of the training officer with a clear mandate that cultural competency is a priority.
- ⇒ JPD contracts shall give a priority to grantees that have established cultural competency and language capacity. Two (2) DPOs from the new Investigation Unit assigned as members of the LA/CC.
- ⇒ A representative of the LA/CC be appointed to the Juvenile Hall Inspection committee.
- ⇒ Mandatory training for all Probation Officers on the use of the phone translation system
- ⇒ Process established to track use of bi-lingual staff paid a stipend due to a 2<sup>nd</sup> language skill.
- ⇒ JDAI established as the vehicle to disperse the Language Access funds, in consultation with the LA/CC and JPD Management.

### **Long-Range Recommendations:**

- ⇒ Hiring & training for bi-lingual Probation Officers must be given a priority when hiring freeze is lifted.
- ⇒ Translate key parent/youth forms
- ⇒ Develop a Youth Advisory Committee, which will assist in:
  - Develop appropriate signage.
  - Conduct focus groups
  - Know Your Rights Campaign

### **Long-Range Project #1: Translation of forms**

- ✓ Analysis of languages to be translated
- ✓ Estimation of cost of translation
- ✓ Documents to be translated identified
- ✓ Documents reviewed for accuracy
- ✓ Documents given to professional translation firm for initial translation
- ✓ Translated documents given to JPD and/or community staff for review
- ✓ Documents sent back to professional translation for changes
- ✓ Documents posted on JPD intranet

### **Long-Range Project #2: Know Your Rights: Poster and Brochure campaign in six languages informing arrested juvenile of their rights.**

- ✓ Theme of Know Your Rights maintained; however, after many re-writes, brochure also emphasized “Know Your Responsibilities”
- ✓ KYR concept is to explain in clear, understandable details, both the rights and responsibilities juveniles have when they are detained.
- ✓ Contract developed for a local CBO to coordinate the KYR campaign (took several months)
- ✓ Recruitment and training for Youth Advisory Committee (YAC) to guide and participate in this process.
- ✓ Brochure underwent extensive re-writings.
- ✓ Professional translation firm used to translate (didn't work with the YAC doing the translations)
- ✓ Brochures reviewed by many JPD and community members. (This process had to go back and forth several times from the community to the professional translators to get it right).
- ✓ Kick-off December 2007.

### **Strengths of Language Accessibility efforts:**

- ❖ JPD has established a relationship with a professional translation firm so that the process moves smoother.
- ❖ JPD now has existing relationships with community members who are willing to review all translated material.
- ❖ JPD now produces a comprehensive employee list of all staff with bi-lingual capability.
- ❖ JPD has established and provided training in the use of a new and easy to use Language Line.
- ❖ The use of siblings and family used to translate has been drastically reduced.
- ❖ Language competency and accessibility is now the 'cultural' norm for the JPD practices.
- ❖ The practice of posting all forms on our intranet by language has made it quite easy for staff to access these forms.
- ❖ JPD is now set up to do quick translation for new forms.
- ❖ Administrative support for language accessibility is clearly established.
- ❖ Eliminated the practice of individual JPD staff doing translations on their own.
- ❖ Creation of 'call-ins' for detained youth
- ❖ Expansion of call-ins to include parent education and information component.
- ❖ Enhancement of services and contracts for monolingual youth.
- ❖ Forced JPD to review and update key documents.

## CHALLENGES

- ❖ Professional translators often use different ‘nuances’ of the language which many community agencies felt were either insulting to their community or didn’t capture the information we wanted to share – this necessitated many re-writes and some delicate negotiations.
- ❖ Decision of whether to use a professional translation firm or to use individuals from the community or from JPD can determine effectiveness of a translation process.
- ❖ Coordinating a translation policy when the coordinator doesn’t speak the language poses barriers: i.e., I give 3 community members a translated form to review – they each make a few changes, and tracking the recommendations and communicating them to the professional firm was a challenge.
- ❖ On the header or footer of EVERY form: – mark the date, time, and person who is doing the translation (and it doesn’t hurt to mark the language as well).
- ❖ Youth Advisory Committee: great concept in principle but it doesn’t always work. Translation is quite a difficult art and our idea to have youth do the translation was asking them to do a task they weren’t qualified to do.
- ❖ Don’t forget to communicate with staff that these forms are now available on the intranet.
- ❖ Administrative turnover – can delay process at key points
- ❖ Too narrow a focus on JPD rather than on the entire Juvenile Justice system and other stakeholders.