

This report summarizes the work of the JDAI Language Access/Cultural Competency (commonly referred to as LA/CC) has been doing for the past several months.

The LA/CC was not one of the original JDAI working groups. It was created at the recommendation of Chief Tucker in the late fall of 2003. The LA/CC was an outgrowth of an effort begun by Chief Williams in 2000 to develop protocols, practices, and policies to address the needs of the young people and families that have language access needs and/or come from various cultures and to identify areas of staff training to meet these needs. The LA/CC began meeting in November '03 and has met monthly.

At the initial meetings, a number of issues were discussed. Much of the information is anecdotal.... The JJIS system as it now stands does not comprehensively record if youth are monolingual and/or if the parents are monolingual. While this information can be gotten from the CMS system (when interpreters are requested), this information would need to be hand counted.

The issues surrounding 'unaccompanied youth' have dominated several of our meetings. We recognize that these issues are beyond JDAI and will require in-depth system cooperation to develop plans and resources.

The committee identified three primary issues of concern:

I. Translation

1. Other youth and/or siblings used as translators for arrested youth.
2. Lack of translators for intake interviews and other JPD meetings with youth and family.
3. JPD staff often asking CBOs to provide translation services
4. Lack of JPD structure to have employees listed as 'certified translators' made available.
5. Lack of knowledge/availability of the AT&T system for JPD staff
6. Lack of information for mono-lingual youth
7. PO not always knowing when translation services are needed
8. JPD handbook is not published in languages other than English and Spanish
9. Lack of adequate signage in entire JPD facility
10. Lack of introduction to the Juvenile Justice system for monolingual speaking parents or parents.

II. Cultural Competency

1. Lack of formal (or informal) cultural competency guidelines, goals, objectives as other departments have implemented.
2. Mono-lingual youth often unable to make requests of JH staff due to language barriers
3. When mono-lingual youth having a conversation, feelings of a 'conspiracy' among some staff
4. Culture that youth should 'learn the language of the land'.
5. Lack of on-going cultural competency training for staff

The committee members realized that the obligations of the city and county in these areas were not always clear. Therefore, we wrote to city attorney Margaret Baumgartner, asking her key questions. A copy of her letter is attached and Ms. Baumgartner met with us in April to review these issues. The LA/CC also reached out to the county clerk's staff to assist us in understanding interpreter issues.

III. Unaccompanied Minors

1. Unaccompanied minors – where do they go? What are the resources? We have struggled with this complex issue – have had lots of discussion and now it's time to make some concrete suggestions to the Executive Committee. Issues we have discussed are:
 - ⇒ Models used in other jurisdictions
 - ⇒ Do homes that youth are placed in have to be licensed?
 - ⇒ Can the foster care system be used to meet this need?
 - ⇒ Can the consultates be used to assist with this situation?

We have also received a tremendous amount of information regarding translation and cultural competency material from other jurisdictions, including the SF Dept. of Public Health and Santa Cruz County. Yet, I've been unable to find a mechanism to use this information

Recommendations**I) Low-Hanging Fruit – non-monetary: Policy 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.

II) Low-Hanging Fruit – non-financial:

- ⇒ Two (2) representatives from the new Custody/Investigation Unit be 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
- ⇒ Bi-monthly updates on the development of the phone translation system
- ⇒ System for JPD staff to translate for the on-duty PO at the front door when a mono-lingual youth is presented, or when the parents are mono-lingual
- ⇒ Process established to track use of bi-lingual staff paid a stipend due to a 2nd language skill.
- ⇒ JPD management negotiate with other city departments to set up a system to access cultural competency trainings sponsored by other city departments

III) Low-Hanging Fruit – \$\$ attached –

- ⇒ Letters sent to parents informing them of upcoming citation hearings to include a statement that if you have specific language needs, to inform the department prior to the hearing.
- ⇒ Signage be developed informing parents of the right to request interpretations at all Probation hearings, meetings, etc.

VI) Funding

- ⇒ An accounting and availability of the funds allocated by the JJCC last spring for Language Access 2003-2004 and 2004-2005 of \$42,000.
- ⇒ JDAI established as the vehicle to disperse the Language Access funds, in consultation with the LA/CC and JPD Management.

V) Long-Range Recommendations: \$\$ involved

- ⇒ Hiring & training for bi-lingual Probation Officers must be given a priority when hiring freeze is lifted.
- ⇒ Develop a Youth Advisory Committee, which will assist in determining appropriate signage. The YAC will also conduct focus groups with JPD staff and others in the building to obtain feedback and will do the graphics as approved by JPD, using youth from both Latino and Asian CBO's.
 - Determine locations and what the signs need to state.
 - Determine the appropriate dialects
- ⇒ Develop youth information packets
 - ⇒ The YC will develop a rights packet for 'undocumented youth'
 - ⇒ The YAC will develop a packet of information detailing procedures for detainees and their parents
 - ⇒ The YAC will develop and provide workshops for youth on their legal rights.

VI. Long-Range Recommendations: no \$\$ involved

- ⇒ Establish protocol for more effective time utilization of 'court translators' when they are not in court
- ⇒ Institutionalize the material we've received and that have been adopted from other jurisdictions to guide us
- ⇒ Develop a cultural competency policy for all S.F. Juvenile Justice departments

VII. Unaccompanied minors

- ⇒ Continue negotiations with HH via a new MOU to serve this population.
- ⇒ Follow-up with City Attorney for clarification of how San Dimas can be used as a placement for you over and/or under 18.
- ⇒ Investigate setting up a short-term emergency foster care for unaccompanied youth.
- ⇒ Analyze and prepare a report and recommendations with the different implications for 'undocumented' and 'unaccompanied' minors.
- ⇒ Support JPD in its negotiations with other group homes that might be able to serve this population
- ⇒ Arrange a site visit with the group from L.A. County that has set up a refuge for this population