





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 8 - Programs

Policy Number:	8.12
Policy Name:	Bilingual and Multicultural Service
Authority:	Title 15, 1353
Replaces:	18.11 Bilingual & Multi –Cultural Services (05/01/2000)
Effective Date:	January 1, 2019
Revision Date:	April 16, 2018
Related Policies and Procedures:	3.01 - Admission, Referral, Screening and Classification 3.05 - Orientation 5.03 - Youth Rights and Responsibilities
Related Forms:	
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

I. POLICY

Juvenile Hall provides linguistically appropriate and culturally relevant programs and services through the recruitment and deployment of human and material resources consistent with the needs of the diverse youth population.

II. PROCEDURES

- A. Juvenile Hall staff will be assigned to ensure effective communication with mono-lingual youth in their own language.
- B. Access to telephone language line services will ensure that in the event of an emergency, translation/interpretation services are available at the facility twenty-four hours a day.
- C. Services provided by language certified staff shall be enhanced by volunteers who are qualified to provide bilingual and multicultural support.
- D. The language and cultural needs of youth will be considered in the classification needs assessment and assignment of youth to living units.
- E. Orientation services will be provided for youth and their parents in their own language utilizing handbooks translated in the youth's language as well as video and/or audio tapes.
- F. The language and cultural needs of the youth population will be considered in the development of recreation programs.
- G. Mentorship programs will be developed consistent with the language and cultural needs of the youth population.
- H. Juvenile Hall will provide staff members with cultural awareness and sensitivity training to help them understand, appreciate, and respond appropriately to the culturally diverse youth population.

- I. Support groups will be developed for monolingual youth and those with limited English-speaking skills.
- J. The cultural and language needs of the youth population will be considered in the development of library services at the facility.