

<p>Milwaukee County Department of Health and Human Services Delinquency and Court Services Division</p> <p><b>POLICY &amp; PROCEDURE</b></p>	<p>Date Issued: <b>00/00/2014</b></p>	<p>Reviewed: <b>BTW</b></p> <p>Last Revision: <b>00/00/2014</b></p>	<p>Section: <b>ADMINISTRATION</b></p>	<p>Policy No: <b>037</b></p>	<p>Pages: <b>1 of 5</b></p>
<p><input checked="" type="checkbox"/> Delinquency and Court Services Division Children's Court Services Network Purchase of Service Agencies</p>	<p>Effective Date: <b>00/00/2014</b></p>	<p>Subject:</p> <p><b>DCSD Limited English Proficiency (LEP) Policies and Procedures: Custody Intake</b></p>			



**MILWAUKEE COUNTY DHHS  
DELINQUENCY & COURT SERVICES**

**LIMITED ENGLISH PROFICIENCY (LEP)  
POLICIES AND PROCEDURES**

**CUSTODY INTAKE**

**Purpose**

To identify youths and parents/guardians with LEP issues at the time the youth is brought to Custody Intake.

To provide translation services for all youth brought to Custody Intake, so that the youth and parent/guardian can have meaningful participation in the Custody Intake and juvenile justice process and reduce delays in normal case processing due to language barriers.

To review and explain to all LEP identified youths and families the Milwaukee County DHHS, Delinquency & Court Services Division LEP Services statement. (See Attachment A)

**Policy**

Juvenile Correctional Officer Supervisor staff shall assess each youth and their parent/guardian processed through Custody Intake for LEP needs. Translation services shall be provided to the youth and parent/guardian with LEP issues during the Custody Intake process.

Juvenile Correctional Officer Supervisor staff shall read/translate and explain the Milwaukee County DHHS, Delinquency & Court Services Division LEP Service statement to all LEP identified youth and parent/guardian (See Attachment A).

The Juvenile Correctional Officer Supervisor shall notify Administration Staff and the Clerk of Court Office of the youth and/or parent/guardian identified as needing LEP services. This information will be used to:

- provide translation services at the youth's Detention Hearing
- assigning youth to a bilingual worker or
- notify assigned worker that youth or parent/guardian have LEP issues

## **Procedures**

### **Language Identification Cards**

Language Identification Cards shall be displayed in the Custody Intake office at all times. Custody will identify the client's primary language either directly from the client or by using the Language Identification Card.

Once the client's primary language has been identified, the Juvenile Correctional Officer Supervisor will contact a bilingual Juvenile Correctional Office for assistance in communicating with the client and the client's family.

If there is no bilingual worker available that can translate the youth or parent/guardian's primary language, Juvenile Correctional Officer Supervisor staff will contact phone translation service to provide translation services for the youth and parent/guardian during the Custody Intake process.

### **Phone Translation Service**

1. Dial 1-800-225-5254
  - When the operator answers, tell them
  - Your Customer Code is: WIFHFS-Division of Access
  - You are calling from Milwaukee County Delinquency & Court Services
  - The language that you need
  - Your name and telephone number
2. The operator will connect you with an interpreter within 5 minutes.
3. Immediately after you have completed the phone translation, contact Delinquency & Court Services Administrative Assistant I at 414-257-7791 to notify DCSD that you have used phone translation services. You will need to provide:
  - Your Name, Agency Name and Phone Number
  - Date and time of interpreter services
  - The language used
  - The client's name and Juvenile ID number

**CapTel – Hearing Impaired Translation (TTY)**

- Dial English: 1-877-243-2823 (available 24/7)
- Dial Spanish: 1-866-217-3362 (available 7AM to 11PM, 7 Days)
- Listen for the short message
- Enter the area code and phone number of the CapTel user and then press pound (#)

**Notice of LEP Services**

For all LEP identified youth and families, the Juvenile Correctional Officer Supervisor/translator shall read/translate the Milwaukee County Delinquency & Court Services LEP Services statement to the youth and family (See Attachment A). **Note:** This form is also available in Spanish.

**Documenting Identified LEP Clients**

The Milwaukee County Juvenile Physical Custody Worksheet contains an area, which identifies youth and their parent/guardian who will require LEP services. This area of the Custody Intake Worksheet shall be completed for all youth brought to Custody Intake.

This information will be used to:

- Track youth and families with LEP needs
- Notice supervisor to assign case to bilingual worker, if available
- Notice worker of youth or parent/guardian LEP issues

<b>MILWAUKEE COUNTY JUVENILE PHYSICAL CUSTODY WORKSHEET</b>											
JUVENILE: → → → → → JUVENILE #: → → → → → FAMILY #: → → → → → <input type="checkbox"/> NO #s											
DATE: → / → / → → TIME IN: → : → . AM/PM → TIME OUT (RELEASED): → : → . AM/PM											
REASON(S) FOR CUSTODY: → → → → → → → → → → → → → → → → → → →											
<b>Limited English Proficiency?</b>											
Juvenile: Y <input type="checkbox"/> N <input type="checkbox"/> If yes, primary language: → → → → → → → → → → → → → → → → → → →											
Parent / Guardian: Y <input type="checkbox"/> N <input type="checkbox"/> If yes, primary language: → → → → → → → → → → → → → → → → → → →											

## **Notifying the Clerk of Courts**

Juvenile Correctional Officer Supervisor staff shall send an email to Dan Barlich, Administrator, Clerk of Courts, Juvenile Division to notify him that a youth and/or parent/guardian need translation services provided at the Detention Hearing.

**dan.barlich@wicourts.gov**

The email shall indicate that a youth and/or parent/guardian will need translation services provided at the youth's Detention Hearing and include the following information:

- Juvenile's name and date of birth
- parent(s)/guardian(s) name
- primary language
- date and time of the scheduled Detention Hearing.