



Policy Name:	Translations - Verbal and Written Translation into Clients' Preferred Languages	Date Revised:	9/2017
Purpose:	Youth and Family Language Preference	Board Approval:	9/2017

Policy:

For all Greater New Beginnings Youth Services, Inc. programs, Greater New Beginnings Youth Services, Inc. , INC. staff will communicate with clients and families with limited English proficiency or sensory disabilities in the language and/or manner that they are most comfortable using, either by direct services staff or through translation services by qualified outside interpreters.

Greater New Beginnings Youth Services, Inc. will assess the language and other special skills of staff at the point of hire and when they start working in programs. If they are determined to be competent in a language other than English and use the second language on a regular basis to communicate directly with clients and families, they are provided a salary differential. If they provide translation services for other staff they are provided an hourly stipend. Greater New Beginnings Youth Services, Inc. 's Human Resources Department will maintain a list of all staff language capabilities.

Greater New Beginnings Youth Services, Inc. will have forms and documents that are routinely given to clients readily available in the threshold languages of the county in which the client resides, as determined by all applicable regulatory bodies. For other languages, Greater New Beginnings Youth Services, Inc. will secure the services of staff or a translation Greater New Beginnings Youth Services, Inc. to translate forms and documents.

Procedures for all programs:

1. The Program Director will ensure that referring parties provide information regarding the language preferences of clients and families at the time of referral.
2. The Program Director will ensure that the intake interviews and related communication occur in the language preferred by clients and families.
3. The Program Director will ensure that ongoing written and verbal communication with clients and families occur in the language preferred by clients and families.
4. If no qualified bilingual staff is available to communicate with a family in the language of choice, the Program Director will contact the Human Resources Department who will arrange for requested verbal and/or written translation services.
5. Human Resources Department will ensure all translated forms are posted electronically for easy access by staff.

6. The Director of Human Resources will develop and manage the process for assessing language skills of staff and establishing their eligibility for salary differentials and hourly stipends.