
 <p style="text-align: center;"><b>PHILADELPHIA DEPARTMENT OF PRISONS</b> <b>POLICIES &amp; PROCEDURES</b></p>	<p style="text-align: center;"><b>Policy Number</b></p> <p style="text-align: center;">1.A.17</p>	<p style="text-align: center;"><b>Page</b> 1 <b>of</b> 10</p>
<p><b>Part:</b> I - Administration and Management <b>Section:</b> A – General Administration</p>	<p><b>Related Pennsylvania Minimum Standards:</b> Title 37 PA Code § 95.223 <b>Related City of Philadelphia Provisions:</b> Philadelphia Home Rule Charter Section 8-600; Mayor’s Executive Order No. 7-16; Managing Director’s Directive No. 62 <b>Related ACA Standards:</b> 4-ALDF-2A-27-29, 4-ALDF-4C-01</p>	
<p><b>Subject:</b> Language Access</p>	<p><b>Supersedes:</b> Any previous memorandums or directives regarding language access</p>	
<p><b>Approved:</b>  Commissioner</p>	<p><b>Signature Date:</b> May 11, 2017</p>	
<p><b>Effective Date:</b> June 11, 2017</p>	<p><b>Scheduled PAD Review:</b> Annually <b>Scheduled Commissioner’s Review:</b> May 11, 2021</p>	

**Purpose**


The purpose of this policy is to describe the procedures by which the Philadelphia Department of Prisons (PDP) will provide meaningful language access to the public and inmates.

**Policy**

It is the policy of the Philadelphia Department of Prisons to grant access to services or programs to every person, irrespective of any limitations on that person’s ability to speak, understand, read, or write English. In furtherance of this policy, the PDP intends to take reasonable and manageable steps to provide Limited-English-Proficient (LEP) inmates and visitors with meaningful access to services and programs in their primary language to reduce language barriers. It is the responsibility of the PDP, rather than the LEP inmate or visitor, to assure that language barriers are surmounted. The PDP will take reasonable steps to effectively inform all inmates and visitors to its facilities, including those with Limited English Proficiency, of the availability of language access services to assist them in obtaining and utilizing PDP services. Use of informal interpreters, such as family and friends of an LEP visitor, or other inmates in the case of an LEP inmate, is discouraged unless there is an emergency need for interpretation. Minor children of LEP visitors are prohibited from acting as interpreters. The preferred method of service will be to utilize bilingual staff, when available, before using telephonic interpretation services.

**Responsibility for the PDP Language Access Program**

The Commissioner shall be responsible to the Mayor of the City of Philadelphia, and to the Managing Director’s Office, for oversight of the PDP language access program and accountability for PDP outcomes related to language access.

 <p style="text-align: center;"><b>PHILADELPHIA DEPARTMENT OF PRISONS</b></p> <p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p>	<p style="text-align: center;"><b>Policy Number</b></p> <p style="text-align: center;"><b>1.A.17</b></p>	<p style="text-align: center;"><b>Page 2</b></p> <p style="text-align: center;"><b>of 10</b></p>
<p><b>Part:</b> I - Administration and Management</p> <p><b>Section:</b> A – General Administration</p>	<p><b>Subject:</b> Language Access</p> <p><b>Date:</b> May 11, 2017</p>	

The PDP Chief of Staff is designated as the Language Access Coordinator for the PDP. He/she can be contacted via telephone at 215-685-7840. As the key point person for implementation of the PDP's language access plan, the Language Access Coordinator is responsible for the following:

- Act as the liaison between the PDP and the City of Philadelphia Office of Immigrant Affairs.
- Advise the Commissioner on language access policy, protocol, plan implementation, and related language access issues.
- Act as the chairperson for any Language Access Committee that he/she has the authority to convene to develop a comprehensive language access plan.
- Consult with stakeholders, including language service providers, staff in various facilities/units, community advocates, and community organizations, to develop PDP plans, policies, and protocols regarding language access.
- Write and file the PDP's annual report as required by the Philadelphia Home Rule Charter.
- Provide periodic updates of monitoring information and analysis to the Office of Immigrant Affairs.
- Establish a training schedule and organize regular, on-going training of PDP staff to ensure that they are aware of the contents of this policy.
- Oversee the development of means to notify visitors of the availability of language services and how to access them.
- Develop a method to periodically report to and gather input from stakeholders.
- Become familiar with the language access service contracts available through the Office of Immigrant Affairs and serve as the central point of contact to vendors of such services.
- Serve as a resource and troubleshooter for staff on using language services.
- Serve as the point person for correspondences with the Office of Immigrant Affairs regarding billing and invoices.
- Collect, track, and report language specific data on persons served, the use of language services, and the need for changes in the policy and protocols.
- Develop a system to ensure that PDP contracted service providers comply with this policy.
- Develop a procedure for the PDP to receive and respond to complaints regarding language services.
- Attend meetings with other City departments' Language Access Coordinators to discuss issues related to language access services within their departments.

**Notice of the Right to Language Access**

The PDP shall inform the public of the availability of language services at its facilities in several ways:

- Language identification aids posted in the facility lobbies will be utilized to determine the visitor's primary language.



**PHILADELPHIA DEPARTMENT OF  
PRISONS**  
**POLICIES & PROCEDURES**

**Policy Number**  
**1.A.17**

**Page 3**  
**of 10**

**Part:** I - Administration and Management

**Section:** A – General Administration

**Subject:** Language Access

**Date:** May 11, 2017

- “I Speak” language cards, in the five most encountered languages in PDP facilities, will be available in all facility lobbies. These cards explain the procedure for requesting language services from facility staff.
- The PDP website will provide information on the department’s language services.

Additionally, the means of notifying the public of the availability of language services in PDP facilities and how to access them will be provided to the Office of Immigrant Affairs to be posted on its website.

**Bilingual and Multilingual Staff**

The Human Resources Manager, in conjunction with the Staff Deployment Director, will develop a system of identifying existing and newly-hired bilingual staff who are competent to provide services directly in a second language, or to serve as interpreters for other staff. The list of bilingual staff, including facility or department assignments, will be regularly updated and provided to all facility Wardens and Department Heads.

Bilingual staff shall not be kept from their official functions in order to interpret. Only when the need, staffing, and time permit, shall bilingual staff function as interpreters, thereby assuring no unfair burdens on bilingual staff.

**Contracted Services**

Whereas the PDP contracts for services to its inmates with private agencies or other entities, the PDP shall include in any new contract or contract renewal the entity’s obligation to adopt and comply with the language access plan, including the company’s plans for addressing the needs of an LEP inmate.


**Training**

All staff shall be trained on the PDP Language Access Plan, including how to access language assistance services, according to the staff members’ potential to interact or communicate with an LEP inmate or visitor or to access and/or document services. Any changes to the existing plan will require additional training.

***Lobby/Intake Staff***

All regularly-assigned Lobby and Intake staff shall be trained on how to:

- Identify the language needs of an LEP person
- Access and provide the necessary language assistance services
- Work with interpreters effectively and efficiently

	<b>PHILADELPHIA DEPARTMENT OF PRISONS</b>  <b>POLICIES &amp; PROCEDURES</b>	<b>Policy Number</b>  <b>1.A.17</b>	<b>Page 4</b>  <b>of 10</b>
<b>Part:</b> I - Administration and Management  <b>Section:</b> A – General Administration		<b>Subject:</b> Language Access  <b>Date:</b> May 11, 2017	

***PDP Supervisors/Restorative and Transitional Services (RTS) Staff***

In addition to the training provided to Lobby and Intake staff, PDP supervisors and all RTS staff shall be trained on how to:

- Request necessary document translations
- Document/report any use of language assistance services
- Use available trained, competent, bilingual/multilingual staff

***Bilingual/Multilingual Staff***

When bilingual/multilingual staff will be used as interpreters for other PDP or contract staff, they will be provided training on how to function as an interpreter as well as the protocol for when and how they may be used.

**Direct Contact with LEP Individuals/Identifying LEP Inmates**

LEP inmates will be identified during the intake admission process. The Intake Officer will interview each newly-admitted inmate and identify inmates who have any difficulty speaking, understanding, writing or reading the English language.

Language identification aids are posted throughout the Intake processing areas and will be utilized to determine the inmate’s primary language. The aids contain samples of different languages that the newly-admitted inmate can look at and indicate the language that he/she speaks. Once identified, the Intake supervisor will be immediately notified.


***Use of Bilingual Staff***

The preferred method of service will be to utilize bilingual staff, when available. If a trained, competent bilingual staff member who speaks the same language as the LEP inmate is available, that staff member may be used for in-person or telephone interpreting to support Intake staff. Other inmates shall not be used as interpreters for LEP inmates, except in an emergency.

***Use of Contracted Telephonic Interpreter Services***

If a trained, competent bilingual staff member is not available, the Intake supervisor will contact the City’s telephonic interpretation service by calling Language Line, Inc. When looking to access the telephonic interpreter services, the supervisor will dial 1-800-367-9559, identify himself/herself and ask to be connected to the City’s telephonic interpretation service. This service is available (24) hours per day, (365) days per year.

When accessing the telephonic interpreter services, the client’s ID code is ..... and the access provider’s codes by institutions are as follows:

 <p style="text-align: center;"><b>PHILADELPHIA DEPARTMENT OF PRISONS</b></p> <p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p>	<p style="text-align: center;"><b>Policy Number</b></p> <p style="text-align: center;"><b>1.A.17</b></p>	<p style="text-align: center;"><b>Page 5</b></p> <p style="text-align: center;"><b>of 10</b></p>
<p><b>Part: I</b> - Administration and Management</p> <p><b>Section: A</b> – General Administration</p>	<p><b>Subject:</b> Language Access</p> <p><b>Date:</b> May 11, 2017</p>	

Once the Qualified Interpreter (QI) is on the line, arrangements will be made by the Intake supervisor to allow the inmate access to the phone to talk to the City’s telephonic interpretation service. The Intake supervisor will have access to a dual handset telephone located in the Intake area, which will enable the supervisor and the inmate to both talk and listen on the telephone simultaneously. The supervisor will be on the line at the same time to record information needed for the Intake process. The physical health care provider will be available at the time of the call to gather information necessary to complete the medical intake screening.

This process will be followed as needed by PDP security and RTS staff, as well as contracted providers of medical, behavioral health, and other services for the duration of the inmate’s incarceration.

Detailed documentation in the appropriate logbooks or IJMS desktops (handwritten or electronic) will be made of each interview with the City’s telephonic interpretation service. Additionally, a notation of the inmate’s language and any special needs will be made in the IJMS for future contacts.


The Intake supervisor will verify the primary language of the inmate using the language identification card or the City’s telephonic interpretation service and will prepare an “Inmate Alert Card” to include the inmate’s name, PID number, and his/her primary language. The Inmate Alert Card will have the inmate’s photograph on the reverse side of the card. The card will be laminated to avoid tampering. The inmate alert card will be issued to those individuals who have limited English proficiency as a method of identifying to staff a person with difficulty communicating the English language. The primary language will be listed on the Inmate Alert Card.

***Restorative and Transitional Services for LEP Inmates***

All newly-admitted inmates will be interviewed by a Social Work Services Manager assigned to the Admissions and Diagnostic Unit within five (5) days of intake. The Social Work Services Manager will conduct an interview, address any urgent needs, and complete the Intake Screening Instrument. RTS staff will determine the type and relative priority of services appropriate for each inmate, make the appropriate referral and provide this information to CMR.

When determining special needs requirements for persons with LEP, the Admission and Diagnostic Social Work Services Manager will complete the following as part of the Intake Screening Instrument:

- identify languages of which interpreter services (both oral and written) will or may be needed;
- record individual language needs;
- identify needed resources for language services through the City’s telephonic interpretation service;

 <p style="text-align: center;"><b>PHILADELPHIA DEPARTMENT OF PRISONS</b></p> <p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p>	<p style="text-align: center;"><b>Policy Number</b></p> <p style="text-align: center;"><b>1.A.17</b></p>	<p style="text-align: center;"><b>Page 6</b></p> <p style="text-align: center;"><b>of 10</b></p>
<p><b>Part:</b> I - Administration and Management</p> <p><b>Section:</b> A – General Administration</p>	<p><b>Subject:</b> Language Access</p> <p><b>Date:</b> May 11, 2017</p>	

- identify location and availability of resources;
- identify timely access process.

***Services to be Used for RTS Services***

The use of a trained, competent bilingual staff person (e.g., Bilingual Social Work Services Manager) or the City’s telephonic interpretation service is required to conduct the initial Intake Screening Instrument for LEP inmates whose primary language is not English.

Every effort will be made to assign the inmate with a Social Work Services Manager who is proficient in the inmate’s primary language. The PDP provides counseling, language assistance, vocational and work programs to assist in meeting the needs of LEP inmate.

***Orientation for LEP Inmates***


An audio-visual or personally-delivered orientation presentation (in both English and Spanish) is given to groups of newly-admitted inmates. In the case of inmates who speak a language other than English or Spanish, RTS staff will arrange for interpretation services to inform the LEP inmate of the following minimum information:

- an explanation of the events that will occur while in admission and orientation housing, including any testing and examinations that are part of the orientation program;
- an explanation of PDP rules and regulations, the inmate's obligation to comply with them, and the consequences for violations of the rules and regulations;
- a description of the treatment programs available;
- a description of the available job training and work opportunities;
- a description of PDP activities, including an overview of the mail, visiting, and telephone procedures;
- an explanation of inmates’ access to medical care;
- an explanation of inmate grievance procedures;
- an introduction to the inmate’s rights and responsibilities under the Prison Rape Elimination Act

**Direct Contact with LEP Individuals/Identifying LEP Visitors**

LEP visitors will be identified at the main entrance/check-in of each facility. The Lobby Officer will identify visitors who have any difficulty speaking, understanding, writing or reading the English language. No Lobby staff may suggest or require that an LEP visitor provide an interpreter in order to receive services.

Language identification aids will be posted in the lobbies and will be utilized to determine the visitor’s primary language. The aids contain samples of different languages that the visitor can look at and

 <p style="text-align: center;"><b>PHILADELPHIA DEPARTMENT OF PRISONS</b></p> <p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p>	<p style="text-align: center;"><b>Policy Number</b></p> <p style="text-align: center;"><b>1.A.17</b></p>	<p style="text-align: center;"><b>Page 7</b></p> <p style="text-align: center;"><b>of 10</b></p>
<p><b>Part: I</b> - Administration and Management</p> <p><b>Section: A</b> – General Administration</p>	<p><b>Subject:</b> Language Access</p> <p><b>Date:</b> May 11, 2017</p>	

indicate the language that he/she speaks. Once identified, the supervisor responsible for lobby security will be immediately notified.

If a trained, competent bilingual staff member who speaks the same language as the LEP visitor is available, that staff member may be used for interpreting to support Lobby staff. Use of informal interpreters, such as family and friends of an LEP visitor, or other inmates in the case of an LEP inmate, is discouraged unless there is an emergency need for interpretation. Minor children of LEP visitors are prohibited from acting as interpreters.

***Use of Contracted Telephonic Interpreter Services***

If a trained, competent bilingual staff member is not available, the supervisor will contact the City’s telephonic interpretation service by calling Language Line, Inc. When looking to access the telephonic interpreter services, the supervisor will dial 1-800-367-9559, identify himself/herself and ask to be connected to the City’s telephonic interpretation service. This service is available (24) hours per day, (365) days per year.

When accessing the telephonic interpreter services, the client’s ID code is 5720 and the access provider’s codes by institutions are as follows:


Once the QI is on the line, arrangements will be made by the supervisor to allow the visitor access to the phone to talk to the City’s telephonic interpretation service. The supervisor will have access to a dual handset telephone, which will enable the supervisor and the visitor to both talk and listen on the telephone simultaneously.

Detailed documentation of each contact with the City’s telephonic interpretation service will be made in an appropriate logbook placed in each Lobby. Additionally, a notation of the visitor’s language and any special needs will be made in the IJMS for future contacts.

**Document Translation**

All vital documents/forms including, but not limited to, the Inmate Handbook and grievance procedures/forms, will be translated, as needed, into the LEP inmate’s primary language using the procedures designated by the City’s Office of Immigrant Affairs (OIA), as follows:

- Email the editable document to Office of Immigrant Affairs – Language Access Program Manager at orlando.almonte@phila.gov
- The Office of Immigrant Affairs will submit the translation request to translation vendor to obtain a quote.

	<b>PHILADELPHIA DEPARTMENT OF PRISONS</b>  <b>POLICIES &amp; PROCEDURES</b>	<b>Policy Number</b>  <b>1.A.17</b>	<b>Page 8</b>  <b>of 10</b>
<b>Part:</b> I - Administration and Management  <b>Section:</b> A – General Administration		<b>Subject:</b> Language Access  <b>Date:</b> May 11, 2017	

- The Office of Immigrant Affairs will email you a quote with a time estimate for delivery of the translation.
- Quote must be authorized by person with authority.
- Quote is then signed and emailed back to the Office of Immigrant Affairs.
- The Office of Immigrant Affairs will email you the translated documents.

The PDP’s Community Justice and Outreach Office (CJO) will be responsible for processing all document translation requests through the respective chain-of command.

**Data Collection, Monitoring, Performance Measures, and Reporting**

The PDP shall gather and analyze data on the language needs of both inmates and visitors. This will be accomplished with cooperation between the MIS Division, the Human Resources Division, and the Director of Staff Deployment.

The aggregated data will include, but not be limited to:


- The number of contacts with the City’s contracted language interpreting services for inmates and visitors over specified time periods
- The number of staff contacts with visitors and inmates for interpreting services over specified time periods
- The number and type of languages for all inmates in population (for current population and over specified time periods)
- The number and type of languages encountered in facility lobbies over specified time periods
- The number and type of document translation requests by facility and/or department over specified time periods
- The number and type of printing requests for translated documents by facility and/or department over specified time periods

When PDP contracted service providers have used language services, the provider must collect and store the same data. The contracted service provider’s data will be included in the aggregated PDP data for analysis.

Under the direction and guidance of the Language Access Coordinator, the aggregated data will be analyzed to monitor compliance with City policy on language access, quantify needs, measure changes, and set priorities.

The PDP will offer a periodic survey to LEP inmates and visitors to assess the PDP’s ability to meet their needs by providing language services. Additionally, the PDP will survey staff who have used language access services for visitors and inmates to assess the need for any changes to the procedures.



 <p style="text-align: center;"><b>PHILADELPHIA DEPARTMENT OF PRISONS</b></p> <p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p>	<p style="text-align: center;"><b>Policy Number</b></p> <p style="text-align: center;"><b>1.A.17</b></p>	<p style="text-align: center;"><b>Page 9</b></p> <p style="text-align: center;"><b>of 10</b></p>
<p><b>Part:</b> I - Administration and Management</p> <p><b>Section:</b> A – General Administration</p>	<p><b>Subject:</b> Language Access</p> <p><b>Date:</b> May 11, 2017</p>	

As required by the Managing Director’s Office, the PDP shall file an annual report with the Office of Immigrant Affairs, with a copy to be filed with the Department of Records, regarding the status or preparation and implementation of the PDP Language Access Plan. Data collected and analyzed and survey findings shall be included in such reports.

**Language Access Grievance and Complaint Procedures**

***Visitor Complaints and Grievances***

If a visitor would like to file a language access grievance against the PDP, he or she can file a complaint, within 6 months of the alleged event, in person, by mail, or e-mail to:

Office of Immigrant Affairs  
Orlando Almonte  
Language Access Program Manager  
City Hall, Room 110  
Philadelphia, PA 19107  
E-Mail: orlando.almonte@phila.gov

Copies of the Language Access Grievance Form for the purposes of filing a complaint will be readily provided in the lobbies of all facilities and in the Community and Justice Outreach offices. That information will be translated into the five most frequently encountered languages. The form will also be available on the Office of Immigrant Affairs’ website once the website is completed.


The Community and Justice Outreach office will also have access to the City’s Language Line services to assist with resolving any issues while the visitor is still on the grounds.

Upon receipt of a grievance, the Office of Immigrant Affairs will forward the complaint to the PDP for response. The PDP will have 14 days to respond to a complaint and notify the complainant of the resolution. The PDP will also forward a copy of the response to the Office of Immigrant Affairs.

The PDP asserts that all people, regardless of immigration status, have a right to file a formal complaint with the Philadelphia Commission on Human Relations for relief. To do so, a visitor may complete a Public Accommodations Discrimination Intake Form and submit in person or by mail to:

Philadelphia Commission on Human Relations  
The Curtis Center  
601 Walnut Street., Suite 300 South  
Philadelphia, PA 19106

The form and contact information for the Commission will be readily provided in the lobbies of all facilities. That information will be translated into the five most frequently encountered languages.

 <p style="text-align: center;"><b>PHILADELPHIA DEPARTMENT OF PRISONS</b></p> <p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p>	<p style="text-align: center;"><b>Policy Number</b></p> <p style="text-align: center;"><b>1.A.17</b></p>	<p style="text-align: center;"><b>Page 10</b></p> <p style="text-align: center;"><b>of 10</b></p>
<p><b>Part:</b> I - Administration and Management</p> <p><b>Section:</b> A – General Administration</p>	<p><b>Subject:</b> Language Access</p> <p><b>Date:</b> May 11, 2017</p>	

***Inmate Grievances***

All inmates are provided information, in their primary language, on how to file a grievance. Note “Document Translation” and the section on *Orientation for LEP Inmates* under “Identifying LEP Inmates” above. The response to any grievance filed by an inmate will follow the procedures set forth in Policy and Procedure 3.F.10 Inmate Grievance Procedure.