

PROBATION DEPARTMENT DIRECTIVE

No:	767
Issued:	02/01/00
Post until:	03/01/00

**SUBJECT: APPROPRIATE USE OF LOS ANGELES COUNTY FOREIGN/SIGN
LANGUAGE INTERPRETERS AND AT&T LANGUAGE LINE SERVICES**

This Directive is being released to clarify the appropriate use of Superior Court Foreign/Sign Language Interpreters and to announce the availability of Language Line Services.

SUPERIOR COURT INTERPRETERS' OFFICE

Interpreters are provided free of charge to the Probation Department on any **filed predisposition criminal matter** where the Interpreter's service is used during normal business hours within either the confines of the jail, juvenile halls, Probation Area Office, or the Court. In addition, the Supervision Deputy Probation Officer (DPO) may make use of the services of the Interpreters' Office, on a post-disposition matter, whenever a defendant/probationer is being interviewed specifically for a report to the court.

A substantial fee may be charged to the Probation Department for any of the following use situations:

- Routine post-disposition supervision related matters (orientation/instructions, office visits, counseling, etc.)
- Out-of-office services (i.e., field, hospital, home)
- Before or after hours services

Note: Last two bullets require a court order.

Any use of service, as defined above, requires prior approval by the appropriate office Director.

In addition, the Probation Department has a contract with two vendors to provide Sign Language Interpreters (see **Directive No. 761**, issued 12/14/99). These services should be utilized for routine post-disposition matters.

The telephone number to call to obtain the services of a Superior Court Foreign/Sign Language Interpreter is **213-974-5448**. These services are provided by appointment and they should be scheduled as soon as possible. Due to the fact that courts have first priority on Interpreter services, appointments for the Probation Department will generally be scheduled for the afternoon.

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Based on information provided by the DPO, the Interpreters' Office will determine if a fee will be charged for the services. The DPO must specifically indicate that the Interpreter will only be used to obtain information for a court report and the hearing date (or potential hearing date if the matter is a violation report that has not yet been calendared). If there is any indication that a fee will be charged, the DPO must not schedule the services of the Interpreter until he or she has obtained the approval of the office Director.

AT&T LANGUAGE LINE SERVICES

As an alternative to the use of the Superior Court Interpreters' Office, the Probation Department has contracted with AT&T for Language Line Services. These Interpreter services, which provide a full range of languages, are available from any standard speakerphone or may be set up in a conference call arrangement. The Language Line Services are charged on a per minute basis and may be accessed using the following procedure:

- If the non-English speaker is on the phone, place them on Conference Hold and dial Language Line Services at **1-800-367-9559**.
- If the non-English speaker is in the office, dial Language Line Services at the number listed above and use the speakerphone or place the non-English speaker at another phone (in the office) and make a conference call.
- After dialing **1-800-367-9559** to obtain Language Line Services, and you are connected:
 - **Press 1 for Spanish**
 - **Press 2 for all other languages** and then **speak the name of the desired language** clearly (e.g. "Arabic", "Japanese"). Say only the language name - do not add any other words. The system will repeat your request and ask that you **Press 1 to confirm the language**. Say **"help"** if you encounter a problem and your call will be transferred to a representative.
 - **Enter your 6-digit Client ID** on the telephone keypad
 - **Enter your numeric Access Code followed by the pound sign (#)** on the telephone keypad. (Client ID and Access Code are available from your office Director)
 - You will then be connected to the Interpreter. Brief the Interpreter about the nature of the conversation and provide specific information or questions to be relayed to the non-English speaker.
 - Generally, it is better to activate the speakerphone feature or connect the conference call after the Interpreter has been briefed.

This service is a new resource for our Department and your comments regarding those services would be most welcome.

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For further information regarding this Directive, please contact the Adult Consultant, Charles Rogers, at 562-940-2525 or by fax at 562-401-2871.

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MANUEL HOLDERS: CROSS-REFERENCE YOUR MANUALS TO THIS DIRECTIVE WHERE APPROPRIATE
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