

County of Siskiyou

BILINGUAL SERVICES POLICY

PURPOSE

The purpose of this policy is to ensure compliance with the Federal/State Laws, as well as other Federal/State Mandates.

POLICY

It is the policy of the [County of Siskiyou](#) to ensure that all persons, including non-English-speaking or limited-English proficient (LEP) people are provided equal access to its available services and information. The agency is committed to ensuring that all of its programs and services are accessible to LEP.

All employees are responsible for ensuring that the public is treated with dignity and respect, identifying the language needs of our customers, and utilizing available bilingual resources to assist those customers, when needed. Effective communication with clients who are non-English speaking or LEP shall be achieved through bilingual staff and other interpreter/translations services as deemed necessary or appropriate.

DEFINITIONS

Bilingual Person: A person who is proficient in both the English language and the foreign language to be used (Government Code Section 7296).

Certified Bilingual Employee: An agency staff member who is certified by the SPB or OES and who uses this bilingual skill to serve departmental clients/consumers.

Clients/Consumers: Any person applying for or receiving services from the OES.

Code of Ethics, Professional Conduct and Confidentiality Statement: SPB has established standards of professional conduct for interpreters and translators when they provide language services as a private contractor. This document is attached to the contract itself and becomes part of the agreement. Any violation of these standards may cause the termination of an interpreter or translator's contract with the OES.

Contracted Telephone-Based Interpretation Services: A contract between a private vendor and a state agency to provide interpretation services via the telephone for a rate according to a contractual agreement (Government Code Section 7299.1).

Contractor: A person, business, or agency that contracts with the OES to provide certain services for a fee or rate according to a contractual agreement.

Interpretation: The oral or manual transfer of a message from one language to another.

Native Language: The language that a person identifies as the language to another.

Non-English Speaking Person: A person who either does not speak English, or who is unable to effectively communicate in English, because it is not his/her native language (Government Code 7296.2).

Limited-English Proficient (LEP) Person: Any person applying for or receiving the OES services directly or by contract whose primary language is not English.

Primary Language: The language that a person identifies as the language in which he/she prefers to communicate.

Public Contact Position: A position determined by the OES to be one which emphasizes the ability to meet, contact and deal with the public in the performance of its functions (Government code Section 7297).

Substantial number of Non-English speaking people: Members of a group who either do not speak English or who are unable to effectively communicate in English because it is not their native language, and who comprise 5 percent or more of the people served by any local office or facility of a state agency.

Translation: The written transfer of a message from one language to another.