



*State of North Carolina
Department of Correction
Division of Prisons*

Chapter: E
Section: .1800
Title: **Non-English Speaking
Inmate Program**
Issue Date: 03/06/01
Supersedes: None – New Policy

POLICY & PROCEDURES

.1801 PURPOSE

The Division of Prisons recognizes the special needs that all non-English speaking inmates encounter during their period of confinement. It is the purpose of this policy that each inmate be given the opportunity to receive services based on these needs and to help inmates understand requirements and expectations while they are in prison.

.1802 POLICY

It is the policy of the Division of Prisons that non-English speaking inmates receive the same primary services provided all other inmates confined within the Division of Prisons, and that each non-English speaking inmate be given similar opportunities in assignments, promotional opportunities, case management/correctional counseling, and other services, whenever possible.

.1803 DEFINITIONS

For the purpose of this policy, the following definitions apply:

- (a) Non-English speaking inmate: any inmate who is unable to speak English or who is unable to understand English.
- (b) Bi-lingual staff: any employee of the Department of Correction who is fluent in English and a second language.
- (c) Primary services: those services that provide for the health and general well-being of the inmate.
- (d) Non-English speaking facility: those facilities within the Division of Prisons which meet policy standards and have been designated as housing units for the non-English speaking inmate.

.1804 NON-ENGLISH SPEAKING INMATE PROGRAM

- (a) The Director of the Division of Prisons will designate certain facilities to be housing locations for those inmates unable to speak or understand English. All non-English speaking inmates are assigned to these facilities unless the designated facilities cannot satisfy the

security, treatment or other needs of the non-English speaking inmate. Classification action will document the reasons for the assignment to an alternate facility if the non-English speaking inmate is transferred from the designated facility.

- (b) Prison facilities that are designated for housing non-English speaking inmates will provide special services to meet the needs of this population. Special services for non-English speaking inmates include the following minimum services.
- (1) Facility signs that provide information and directions to the inmate population will be posted in English, Spanish and in the international symbol format.
 - (2) The case manager of a non-English speaking inmate will take the action necessary to help the inmate understand the information being communicated in official memoranda that are posted on inmate bulletin boards.
 - (3) English As A Second Language (ESL) courses will be provided at the designated facilities on a full-time or part-time basis. These courses can be provided through the North Carolina Community College System or through contractual services with an individual instructor.
 - (4) Case management services for non-English speaking inmates should include assignment to a case manager who has the ability to communicate in other languages or who has access to staff or materials which will enable effective communications. Case management services for non-English speaking inmates will have the goal of bridging any language barrier to facilitate a clear understanding by the inmate of all requirements and an awareness by staff of the needs of the inmate.
 - (5) Programs and services comparable to services provided to English speaking inmates should be provided to non-English speaking inmates. At a minimum, all non-English speaking inmates will receive primary services.

.1805 PROCEDURES

- (a) Inmates who are observed to have difficulty understanding or speaking English will be screened by use of a Division approved screening instrument. For new admissions, the screening will occur in the diagnostic center. For inmates who have completed diagnostic processing, the screening will be conducted at the facility by program or educational staff.
- (b) Inmates who are determined by the screening instrument to be unable to speak or understand English will be identified in the OPUS record as non-English speaking. Data will be entered on OPUS as follows: OR51_1_inmate#_0018_Date. The appropriate fields are completed. If the inmate receives a passing score on the screening instrument, **pass** is entered in the OPUS field and the inmate is assigned to any facility appropriate to the inmate's custody and assignment needs. If the inmate makes a failing score on the screening instrument, **fail** is entered in the OPUS field and the inmate is assigned to a facility designated to house non-

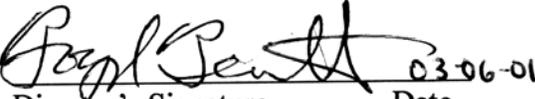
English speaking inmates. The IM11 screen (Inmate Transfer) will not authorize any other routine assignment. Assistance from division staff can be sought if medical, mental health or other needs supersede housing at a facility designated to house non-English speaking inmates.

- (c) When identified as non-English speaking, actions are to be taken to transfer the inmate to a facility designated to house non-English speaking inmates. Following transfer to the designated non-English speaking housing facility, the non-English speaking inmate will be assigned to special case management services for non-English speaking inmates and will be placed in the English As A Second Language (ESL) course as a primary assignment.
- (d) Non-English speaking inmates are to be assigned, whenever possible, to available jobs, programs and services that satisfy the requirements of the facility and the essential needs of the inmate.
- (e) Non-English speaking inmates will remain in ESL courses and at the designated facility until screening determines that the inmate has a basic ability to understand and communicate in English.
- (f) When inmates have gained the ability to understand and communicate in English an entry will be documented in the OPUS record and the designation as non-English speaking will be removed. This entry will be made on the OR51 screen by changing the **fail** to **pass**. This entry removes the transfer block from the IM11 Inmate Transfer screen. An assignment can then be made to any appropriate facility. Note: efforts are to be made to prevent large numbers of former non-English speaking inmates from being assigned to the same facility if such assignments would cause problems with security threat groups or for other reasons.

.1806 OTHER PROCEDURES

- (a) Facilities designated as non-English speaking inmate housing locations and other facilities as necessary can employ interpreters to facilitate effective communication with inmates who cannot speak or understand English. The use of volunteers, paid interpreters or associations is permitted.
- (b) All facilities as necessary can access the interpreter services offered through Language Solutions. This service provides third party translation over the telephone and can be used by staff who need to communicate with any non-English speaking inmate.
- (c) Actions will be taken to help non-English speaking inmates understand classification and disciplinary decisions and to give them the same opportunity for comment and input as are English speaking inmates.
- (d) Case managers for non-English speaking inmates should provide to the extent reasonably possible an orientation for non-English speaking inmates that communicates essential information about security boundaries and issues, daily schedules and access to medical, mental health, crisis intervention and other services.

- (e) The Non-English Speaking Inmate Program will be coordinated at designated facilities by staff designated by the facility superintendent and will be managed at the Division level by the Program Services Section.


Director's Signature Date

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