

ANNE ARUNDEL COUNTY DEPARTMENT OF DETENTION FACILITIES  ADMINISTRATIVE DIRECTIVE	AD NO: 01.14 DATE: June 2, 2025 SUBJECT: General Administration TITLE: Limited English Proficiency FOR PUBLIC RELEASE: Yes
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- I. Reference: MCCS .04D, .05A, .05N, .05O, .08A, .08E; AD 01.13, 06.02, 08.02, 08.03; D.O.J. Matter #204-35-247 Settlement Agreement; D.O.J. Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency).
- II. Applicable to: Anne Arundel County Department of Detention Facilities (AACDDF)
- III. Purpose: To establish guidelines for use of interpretation services for non-English speaking, hard of hearing and deaf incarcerated individuals, persons participating in community programs and the general public.
- IV. Policy:
  - A. It shall be the policy of the AACDDF to arrange for interpretation services for persons under the custody and authority of AACDDF with limited English proficiency, are hard of hearing or deaf. Services shall be arranged as necessary to facilitate communication regarding essential operations and services.
  - B. AACDDF shall provide written materials in languages other than English based on County demographics and incarcerated individual population trends.
  - C. It shall be the policy of the AACDDF to arrange for interpretation services, upon request, for members of the general public with limited English proficiency, are hard of hearing or deaf. Services shall be arranged as necessary to facilitate communication regarding essential operations and services.
- V. Procedure:
  - A. Limited English Proficiency
    1. When performing any essential process or function involving questioning of an incarcerated individual or communication of important information to an incarcerated individual, the staff member shall assess the incarcerated individual's ability to understand English.
    2. To facilitate communication with persons who do not speak English or with limited English proficiency, the staff member shall access the contracted language access service provider utilizing the Language Service Provider Use Instructions (Appendix 1).

3. If used to complete an incarcerated individual interview of any nature, the staff member shall document use of the language service provider on the form being completed and in the pertinent file. Additionally, the staff member shall complete the Language and Sign Interpretation Use Report (Appendix 2), recording the incarcerated individual's name, JID, language, function for which accessed and duration of call. The completed report shall be forwarded to the staff member's Supervisor. After review, the Supervisor shall forward the report to Classification for inclusion in the incarcerated individual's file.
4. When available, materials written in the incarcerated individual's primary language shall be issued instead of or in addition to communication through the language service provider.

B. Hard of Hearing or Deaf Incarcerated individuals

1. Sign language and oral interpreters shall be arranged for programs and activities using the contracted sign language agency. When using the contracted sign language agency, this shall be approved by a Supervisor with notice being forwarded to the Correctional Facility Administrator (CFA).
2. Use of sign language services shall be documented on a Language and Sign Interpretation Use Report and forwarded through the Supervisor to the CFA. After review, the CFA shall forward the report to Classification for inclusion in the incarcerated individual's file.

C. Language Access for the General Public

1. Staff shall utilize the Language Access Plan (Appendix 3) when determining the need for services.
2. Staff shall document use of language services on the Language and Sign Interpretation Use Report.

Since a policy cannot provide specific directions for all situations, staff are expected to exercise good judgment in the performance of their duties. Should staff be unsure of how a particular situation should be handled, the staff member shall consult their Supervisor.

Should any portion of this directive become unenforceable or require change due to operational problems, staff shall be expected to document the affected section in an Incident Report and forward same to the Captain/Assistant Correctional Facility Administrator (ACFA)-Security.

This directive shall be reviewed at least annually and revised as necessary.

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Rescinds: AD 1.14 July 1, 2009  
AD 1.14 March 31, 2011  
AD 01.14 dated October 6, 2021  
AD 01.14 dated February 1, 2023  
AD 01.14 dated July 5, 2024

Appendix 1 – Language Service Provider Use Instructions

Appendix 2 – Language and Sign Interpretation Use Report

Appendix 3 – Language Access Plan