

Asian Youth Center 亚裔青少年中心 Policy and Procedure in Services 服务政策及程序

Asian Youth Center Provides individual and family services via the funding of the County of Los Angeles to participants who qualify for the following two criteria: (1) Residents of the Fifth Supervisorial District (please refer to the map of the Fifth Supervisorial District) and (2) Household income qualifies for the Federal poverty guidelines set by the County of Los Angeles. The qualifications will be informed and explained at the intake and the participants agree to provide the above resident and income proof at the intake or the following session. The participants also agree to comply with the agency's policies on child abuse report and the contract for counseling services, which will be informed and signed at the intake.

在洛杉矶社区服务补助的赞助下，亚裔青少年中心为满足以下条件的个人及家庭提供服务：-居住在第五监管区内（请查看地图，第五监管区）-家庭收入满足社区服务补助的贫困标准 具体标准将在招收时告知，同意在招收时及每年呈交居住及收入证明。亦同意报告任何子女虐待、辅导合同方面的政策。这些方面的政策，将在招收时被告知并签署同意书。

Nondiscrimination Policy in Services/无歧视政策：

The Asian Youth Center does not discriminate in the provision of this services based on an individual's race, color, religion, sex, sexual preference, National origin, age, handicap or any other classification. 亚裔青少年中心在提供服务时不会出现任何歧视，无论种族、肤色、信仰、性别、性取向、国籍、年龄、残疾或其他类别。

Grievance Procedure 申诉程序:

<p>I. Step One-Supervisor Level A client with grievance or complaint which cannot be resolved with the Asian Youth Center employee with whom he/she has a complaint should file a grievance or complaint with the related Program Manager or the Program Director in person, by telephone or in a written report within 30 days of the alleged incident. To submit a written report: www.aycla.org/contact 申诉程序： I. 步骤一 负责人层面 任何对亚裔青少年中心员工的申诉或投诉，如未能得到亚裔青少年中心解决，投诉人可以在 30 天内，向项目经理或项目主任当面、打电话或书面递交申诉或投诉。 提交书面报告到：www.aycla.org/contact A. The grievance should include the following: 1. Name, address, and phone number of the grievant and service sought. 2. Description of the grievance and supporting documentation, name of involved person and other relevant information. A. 申诉需要包括以下信息： 1. 申诉人姓名、地址、电话号码及寻求的服务。 2. 对申诉的描述及证明材料，涉及人姓名及其他相关信息。 B. Upon receipt of the grievance, the Program Manager or the Program Director shall: 1. Meet with and respond to the grievant within 10 days to either uphold the grievance, or deny the grievance 2. Inform the grievant regarding step two if necessary. B. 收到申诉后，项目经理或项目主任应该： 1. 在 10 天内与申诉人见面并回应支持申诉，或拒绝申诉 2. 如果需要，告知申诉人步骤二</p> <p>II. Step Two-Decision by Executive Director: Any person whose grievance has been denied by the Program Manager or Program Director may appeal the decision to the Executive Director in writing to exec@aycla.org within 10 days. The Executive Director shall render a decision on the matter within 10 days of receipt of the appeal and inform the grievant regarding step three if necessary. II. 步骤二 - 执行长决定： 任何申诉被项目经理或项目主任拒绝的人可以在 10 天内以书面形式向执行长提出上诉，并发送至 exec@aycla.org。执行长应在收到上诉后 10 日内对此事作出决定，并在必要时将第三步通知申诉人。</p>	<p>III. Step Three – Appeal to the Board of Directors: Any person whose grievance has been denied by the Executive Director under step two may appeal the decision to the Board of Directors. Within 10 days of the decision, the grievant shall submit a written request for an appeal to the President of AYC Board of Directors: 300 S. San Marino Ave., San Gabriel, CA 91776 A. The appeal hearing shall be held at the next regular Board meeting unless the President calls a special meeting for this purpose at an earlier date which is amenable to all parties. B. The grievant and the Executive Director shall provide pertinent documents to the Board of Director at least 5 days in advance of the hearing. C. The Board President shall provide a written decision of the step three hearing to the grievant and the Executive Director within 10 days of the hearing. D. The grievant will be informed regarding step four if necessary. III. 步骤三 – 向董事会上诉： 任何被执行长拒绝的申诉可以向董事会提出上诉。在做出决定的 10 天内，申诉人应向董事会主席提交书面上诉请求至 300 S. San Marino Ave. San Gabriel, CA 91776 A. 董事会主席可以在下次董事常规会议上举办听证会，或在董事会之前召开一个特别会议。 B. 申诉人及执行长，至少要在听证会的前 5 天向董事会递交相关文件。 C. 在听证会结束的 10 天内，董事会主席需要提供一份书面决定。 D. 如果需要，告知申诉人步骤四。</p> <p>IV. Step Four – Appeal to the Funding Source: Any person whose grievance has been denied by the Board of Directors under step three will be given the name, address, phone number and contact person of the Funding Source of the program involved. If requested, all pertinent information regarding the grievance shall be forwarded to the Funding Source. A copy of the Asian Youth Center Client grievance procedure shall be posted at the Center and a copy of the grievance procedure will be given to any client who wishes to file a grievance or complaint and further grievance could be taken into Los Angeles Community and Senior Services and be addressed to May Kingi, Chief of Community Services Division at 510 S. Vermont, 11th Floor Los Angeles, CA 90020 IV. 步骤四 – 向投资方上诉： 如果申请被拒绝，董事会将告知申诉人投资方名字、地址、电话号码及联络人。如果需要，所有与申诉相关的资料将发送至投资方。 亚裔青少年中心应在该中心张贴其申诉程序，并且将申诉程序分发给有意向申诉或投诉的个人。进一步申诉可以在洛杉矶社区及老年服务中心进行，由社区服务部门主管 May Kingi 负责，地址是 510 S. Vermont, 11th Floor Los Angeles, CA 90020。</p>
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Signature/ 签名

Date/日期