



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Client's Rights
	Sub Section:	Cultural Competency
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	SIGNATURE	DATE APPROVED
Director of Operations Behavioral health Services	<u>Signature on File</u>	<u>9/21/16</u>

SUBJECT: Meeting Consumer Language Needs

PURPOSE:

To ensure that consumers have access to linguistically appropriate services through staff or interpreters proficient in the consumer's primary language.

POLICY:

All Behavioral Health Service (BHS) consumers shall have access to linguistically appropriate services.

SCOPE:

These procedures apply to all BHS County and County contracted programs involved in the linkage and treatment of consumers receiving services.

REFERENCES:

- California Code of Regulations (CCR), Title 9, Chapter 11, Section 1810.410
- Department of Mental Health Information Notice No. 02-03
- County of Orange, Health Care Agency, BHS, Cultural Competency Plan, Criterion 7 - Language Capacity (Update 12/30/10)
- Dymally-Alatorre Bilingual Services Act 1973

PROCEDURES:

- I. Signage shall be posted at each BHS County and County Contracted clinic notifying Limited English Proficient (LEP) consumers that they have the right to receive free language assistance services.
- II. Each BHS clinic will have available a BHS Staff Bilingual Directory of linguistically proficient staff/interpreters throughout BHS. This BHS Staff Bilingual Directory shall be updated at least every two years. The Multicultural Development Program may be contacted for the updated BHS Staff Bilingual Directory.

- III. Each BHS County and County Contracted clinic shall have access to a Language Line or other identified interpretative service.
- IV. Access logs shall indicate whether an interpreter was needed and the response by the consumer to offers of interpretive services.
- V. When consumers' language needs fall outside the identified threshold languages, the following steps shall be taken to link the consumer to appropriate services:
 - A. Staff shall refer to the BHS Staff Bilingual Directory of linguistically proficient staff interpreters to attempt to link the consumer with services in their primary language
 - B. When a staff interpreter is identified, the immediate supervisor shall make every attempt to ensure staff availability to provide the requested interpreting service.
 - C. If there is no staff person available to act as an interpreter, staff may access a language line to determine what services the consumer needs and/or to provide services using the language line until other appropriate interpretive services are located.
 - D. Staff shall attempt to locate and link consumers with services that are linguistically and culturally appropriate. Linkage may be made with a community service organization providing interpretive services.
 - E. Staff shall not expect that family members will provide interpreter services.
 - 1. A consumer may choose to use a family member or friend as an interpreter after being informed of the availability of free interpreter services.
 - 2. Minor children should not be used as an interpreter.
- VI. In order to facilitate Cultural/Linguistic Proficiency and access, BHS will:
 - A. At least every other year, all BHS County and County Contracted clinicians, student interns, and volunteers shall be surveyed to determine proficiency in a variety of cultural/linguistic skills that they are able to make available at each clinic. Cultural proficiencies will be self-declared.
 - B. Program Managers shall be informed in advance of the survey distribution. The Service Chiefs/Program Directors for each clinic site shall be responsible for ensuring the survey of all clinicians under their supervision.
 - C. The Service Chiefs/Program Directors shall ensure all completed surveys are forwarded to the Multicultural Development Program within the established timeframe.
 - D. The Multicultural Development Program shall approve the BHS Staff Bilingual Directory using only those staff with cultural/linguistic proficiencies that are supported by current survey documentation.