



Health Care Agency Mental Health and Recovery Services Policies and Procedures	Section Name:	Client's Rights
	Sub Section:	Cultural Competency
	Section Number:	02.01.02
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Director of Operations Mental Health and Recovery Services	<u>Signature on File</u>	<u>2/14/2023</u>

SUBJECT: Meeting Beneficiary/Client Language Needs

PURPOSE:

To ensure that beneficiaries/clients have access to linguistically appropriate services through staff or interpreters proficient in the beneficiary/client's primary language.

POLICY:

All Mental Health and Recovery Services (MHRS) beneficiary/clients shall have access to linguistically appropriate services.

SCOPE:

These procedures apply to all MHRS 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

PROCEDURE:

- I. Signage shall be posted at each MHRS County and County Contracted clinic notifying Limited English Proficient (LEP) consumers that they have the right to receive free language assistance services.
- II. Each MHRS clinic will have available a MHRS Staff Bilingual Directory of Linguistically proficient staff/interpreters throughout MHRS. This MHRS Staff Bilingual

SUBJECT: Meeting Beneficiary/Client Language Needs

Directory shall be updated at least every two years. The Multicultural Development Program may be contacted for the updated MHRB Staff Bilingual Directory.

- III. Each MHRB 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 beneficiary/client's language needs fall outside the identified threshold languages, the following steps shall be taken to link the beneficiary/client to appropriate services:
 - A. Staff shall refer to the MHRB 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 beneficiary/client 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, MHRB will:
 - A. At least every other year, all MHRB 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.

SUBJECT: Meeting Beneficiary/Client Language Needs

- 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 MHRS Staff Bilingual Directory using only those staff with cultural/linguistic proficiencies that are supported by current survey documentation.