



<b>Health Care Agency Mental Health and Recovery Services Policies and Procedures</b>	Section Name:	Client's Rights
	Sub Section:	Cultural Competency
	Section Number:	02.01.03
	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:** Distribution of Translated Materials

**PURPOSE:**

To ensure availability of culturally and linguistically appropriate written information in the identified threshold languages to assist consumers in accessing Specialty Mental Health Services (SMHS) in the Mental Health Plan (MHP).

**POLICY:**

Mental Health and Recovery Services (MHRHS) is committed to providing beneficiaries/clients with culturally/linguistically appropriate written materials in all threshold languages or in alternate formats.

**SCOPE:**

These procedures apply to all MHRHS County operated and County Contracted programs within the Mental Health Plan (MHP) involved in the linkage and direct provision of SMHS to beneficiaries/clients.

**REFERENCES:**

- California Code of Regulations, Title IX, Chapter 11, Section 1810.410 (a)
- Department of Mental Health Information Notice No. 97-14, Page 14
- County of Orange, Health Care Agency, BHS, Cultural Competency Plan, Update, 2022.

**FORMS:**

- Mental Health Plan Consumer Handbooks
- [Grievance and Appeal Process Pamphlets](#), F346-656 (06/16) DTP58
- Grievance and Appeal Process Posters, F346-675 (06/16) DTP64
- [Mental Health Plan Provider List](#)

**PROCEDURES:**

- I. The Service Chief/Program Director of each County operated or County Contracted program providing SMHS for the MHP is responsible for maintaining adequate numbers of these materials at their programs and for ensuring that the materials are posted and made readily available to beneficiaries/clients.
- II. Grievance and Appeal posters in each threshold language shall be prominently displayed in an area accessible to all consumers at each location.
- III. Mental Health Plan Consumer Handbooks in the appropriate threshold languages shall be offered to consumers during the initial intake to each clinic, or upon request. These Consumer Handbooks shall be available in an area accessible to all beneficiaries/clients at each location.
- IV. Mental Health Plan Provider Directory in the appropriate threshold language shall be offered to beneficiaries/clients during the initial intake to each clinic or upon request.