County of San Bernardino
Department of Behavioral Health

Field Testing of Written Materials Procedure

Effective Date 02/01/10
Approval Date 02/01/10

Allan Rawland, Director

Purpose
To ensure the Department of Behavioral Health (DBH) has written instructions for field testing written materials in threshold languages.

Staff Responsibilities
The following are staff responsibilities:

<table>
<thead>
<tr>
<th>Staff</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>Each DBH Clinic Management</td>
<td>Designate a clerical staff member to assist in field testing when a clinic has been selected as the field testing site.</td>
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</table>
| Office of Cultural Competence and Ethnic Services (OCCES) Designee | Coordinate the field testing:  
  - Determine appropriate field testing site  
  - Provide designated clerical staff with documents to be field tested and Field Testing Forms, ten copies total  
  - Provide a Notice of Clinic Selection  
  - Review and analyze feedback and make appropriate changes to field tested document(s) if needed |
| Clerical Staff (designated at each site) | Direct the field testing at site:  
  - Ensure completion of ten (10) Field Testing Forms  
  - Submit completed forms to the OCCES Designee |

Procedures
The following steps are required of the responsible staff and the respective DBH program/division requesting field testing:

Note: If written materials have been submitted to the Office of Cultural Competence and Ethnic Services (OCCES) for translation, a field testing request does not need to be made. The OCCES will automatically coordinate field testing the written materials after translation is completed.

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# Field Testing of Written Materials Procedure, Continued

## Procedures (continued)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</table>
| 1    | The program/clinic designee determines if a field test of written materials is being requested.  
If yes continue to Step 2  
If no continue to Step 3 |
| 2    | Upon Supervisor approval, the program/clinic designee submits an electronic version of written materials and the Field Testing Request Form to the OCCES email address below with Subject “Field Testing Request.” Email: cultural_competency@dbh.sbcounty.gov  
**Do not proceed to Step 3**  
**Note:** The field testing process will be completed 30 days after the request has been received by OCCES. |
| 3    | Designated OCCES staff ensure written materials are prepared for field testing and are issued with appropriate forms to the designated program/clinic clerical staff. |
| 4    | Designated program/clinic clerical staff randomly distribute to clients and family members the written materials to be field tested, along with a Field Testing Form Spanish Vietnamese.  
**Note:** Clients and family members will be invited to participate in the field testing only while waiting for an appointment. |
| 5    | Once participants have completed the Field Testing Form, designated program/clinic clerical staff complete the “CLINIC USE ONLY” portion of the form. |
| 6    | When all forms have been completed, designated clerical staff forward completed forms to the OCCES staff designee. |
| 7    | The OCCES staff designee will analyze feedback provided on Field Testing Forms and determine an appropriate course of action which may include:  
- Approval of written materials  
- Re-administering written materials for field testing |

## Questions

Questions regarding field testing procedures should be directed to the Office of Cultural Competence and Ethnic Services via DBH-Cultural Competency email with Subject: “Field Testing – [clinic].”  
Email: cultural_competency@dbh.sbcounty.gov
Field Testing of Written Materials Procedure, Continued

<table>
<thead>
<tr>
<th>Related Policies</th>
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<tbody>
<tr>
<td>DBH Standard Practice Manual CUL1010:</td>
<td>Field Testing of Written Materials Policy</td>
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<tr>
<td>DBH Standard Practice Manual CUL1011:</td>
<td>Providing Translation Services Procedure</td>
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