



County of San Bernardino Department of Behavioral Health

INFORMATION NOTICE 10-07

Date: April 16, 2010

To: Department of Behavioral Health Staff
Department of Behavioral Health Contract Agencies

From: Allan Rawland, MSW, ACSW, Director

Subject: Providing Written Communications to Consumers/Family Members in Threshold/Primary Languages.

Introduction It is the intent of the Department of Behavioral Health (DBH) to ensure that consumers/family members are provided with culturally and linguistically appropriate written information for all threshold/primary languages to meet the requirements of the California Department of Mental Health (DMH) Cultural Competence Plan Requirements.

Requirements DBH and contract agencies are required to provide written information to consumers/family members in their threshold/primary language, to include at a minimum, the following:

- Consumer handbooks/brochures
- General correspondence
- Beneficiary problem, resolution, grievance, and fair hearing materials
- Beneficiary satisfaction surveys
- Informed Consent for Medication form
- Confidentiality and Release of Information form
- Service orientation for clients
- Mental health education materials

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Related Policies

DBH Standard Practice Manual CUL1013: [Providing Written Communications in Threshold/Primary Languages to Consumer/Family Members Policy](#)
DBH Standard Practice Manual CUL1010: [Field Testing of Written Materials Policy](#)
DBH Standard Practice Manual CUL1010-1: [Field Testing of Written Materials Procedure](#)
DBH Standard Practice Manual CUL1004: [Satisfying Consumer Language Needs Policy](#)
DBH Standard Practice Manual CUL1011: [Providing Translation Services Procedure](#)
DBH Standard Practice Manual QM6012: [2006 State Informing Materials Procedure](#)

Questions

Questions regarding this Information Notice may be directed to the Office of Cultural Competence and Ethnic Services at (909) 252-4001.
