


**San Bernardino County
Department of Behavioral Health**

Satisfying Clients' Language Needs Policy

Effective Date 10/99
Revised Date 04/25/2019


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Policy It is the policy of the Department of Behavioral Health (DBH) to ensure non-English speaking clients are linked with linguistically appropriate services at all DBH, contract agency, and Fee-for-Service providers, 24 hours per day, 7 days per week (24/7). Additionally, all written material must be written at fourth (4th) and/or fifth (5th) grade level. This policy applies to all mental health and substance use disorder services rendered within the behavioural health system of care.

Purpose To ensure clients have access to appropriate linguistic services and ensure clients are aware of, and are able to understand material relating to, services offered.

Definition(s) **Interpretation:** Transmission of oral communication from one language to another, including sign language.

Threshold Language: Language that has been identified as the primary language, as indicated on the Medi-Cal Eligibility Data System, of 3,000 clients or five percent of the client population, whichever is lower, in an identified geographic area.

Primary Language: Any language, including sign language, which the client chooses to use to communicate effectively.

DBH Bilingual Staff: DBH staff that have been certified by the County to provide interpretation services.

Outside Interpretation Services: Department contracted vendor to provide behavioral healthcare interpretation services to limited-English-proficient clients by the use of specially trained individuals.

Check-in: A post-interpretive encounter in which the user of interpretive assistance briefly questions bilingual paid staff to ensure emotional wellness surrounding the encounter.

Continued on next page

San Bernardino County Department of Behavioral Health

Satisfying Clients' Language Needs Policy, Continued

Implementation The following are required to be posted in clinic lobbies:

- Language Preference Poster
- Medi-Cal Poster
- Language Identification Poster

Note: Contact the Office of Cultural Competence and Ethnic Services (OCCES), via DBH-Cultural Competency email, to request a copy of these postings. OCCES will provide the first copy and, if revised, the updated versions of postings. If additional copies are needed, these postings will be available on the DBH Intranet.

Email: cultural_competency@dbh.sbcounty.gov

Related Policy or Procedure DBH Standard Practice Manual:

- Non-Discrimination Section 1557 of the Affordable Care Act ([COM0953](#))
 - Affordable Care Act (ACA) Grievance Procedure ([COM0953-1](#))
 - Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Policy ([CUL1002](#))
 - Field Testing Policy ([CUL1010](#))
 - Providing Translation Services Procedure ([CUL1011](#))
 - Providing Interpretation Services Procedure ([CUL1012](#))
 - 2006 State Informing Materials Procedure ([QM6012](#))
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Reference(s)

- California Affordable Care Act 1557 Policy ([COM0953](#))
 - California Affordable Care Act 1557 Procedure ([COM0953-01](#))
 - California Code of Regulations, Title 9, Chapter 11, Section 1810.110
 - California Welfare and Institutions Code, Section 14684 (h)
 - California Welfare and Institutions Code, Section 4341 (h)
 - California Welfare and Institutions Code, Section 5802(a)(4)
 - Civil Rights Act, 1964: United States Code Section 200-d
 - Executive Order 13166, 2000
 - Dymally Alatorre Bilingual Services Act, 1973
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