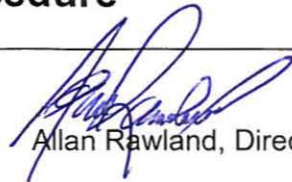


**County of San Bernardino  
Department of Behavioral Health**

**Field Testing of Written Materials Procedure**

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

  
Allan Rawland, Director

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

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**Staff Responsibilities** The following are staff responsibilities:

Staff	Responsibilities
Each DBH Clinic Management	Designate a clerical staff member to assist in field testing when a clinic has been selected as the field testing site.
Office of Cultural Competence and Ethnic Services (OCCES) Designee	Coordinate the field testing: <ul style="list-style-type: none"><li>• Determine appropriate field testing site</li><li>• Provide designated clerical staff with documents to be field tested and Field Testing Forms, ten copies total</li><li>• Provide a Notice of Clinic Selection</li><li>• Review and analyze feedback and make appropriate changes to field tested document(s) if needed</li></ul>
Clerical Staff (designated at each site)	Direct the field testing at site: <ul style="list-style-type: none"><li>• Ensure completion of ten (10) Field Testing Forms</li><li>• Submit completed forms to the OCCES Designee</li></ul>

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**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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# County of San Bernardino Department of Behavioral Health

## Field Testing of Written Materials Procedure, Continued

**Procedures**  
(continued)

Step	Action
1	The program/clinic designee determines if a field test of written materials is being requested.  If <i>yes</i> continue to Step 2 If <i>no</i> continue to Step 3
2	Upon Supervisor approval, the program/clinic designee submits an electronic version of written materials and the <a href="#">Field Testing Request Form</a> to the OCCES email address below with Subject "Field Testing Request." Email: <a href="mailto:cultural_competency@dbh.sbcounty.gov">cultural_competency@dbh.sbcounty.gov</a>  <b>Do not proceed to Step 3</b>  <b>Note:</b> 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 <a href="#">Field Testing Form Spanish Vietnamese</a> .  <b>Note:</b> 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 <a href="#">Field Testing Form</a> , 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: <ul style="list-style-type: none"> <li>• Approval of written materials</li> <li>• Re-administering written materials for field testing</li> </ul>

**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](mailto:cultural_competency@dbh.sbcounty.gov)

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# County of San Bernardino Department of Behavioral Health

## Field Testing of Written Materials Procedure, Continued

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### Related Policies

DBH Standard Practice Manual CUL1004: [Satisfying Consumer Language Needs Policy](#)

DBH Standard Practice Manual CUL1010: [Field Testing of Written Materials Policy](#)

DBH Standard Practice Manual CUL1011: [Providing Translation Services Procedure](#)

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