

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

Providing Interpretation Services Procedure

Effective Date 9/30/09
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Purpose To ensure adherence to the Department of Health Care Services (DHCS) and Federal regulations for satisfying client/family member language needs, interpretation standards set by the Department of Behavioral Health (DBH) [Satisfying Beneficiary Language Needs Policy](#) and provide steps to access an interpreter, including DBH-Bilingual Paid Staff as well as Bilingual Contracted Vendors.

Note: Family members are **not** to be used as interpreters.

Responsibility The following table illustrates the roles and responsibilities of DBH staff to ensure clients have access to culturally appropriate linguistic services:

Roles	Responsibilities
Payroll	Provide a roster of linguistically proficient DBH-Bilingual Paid Staff to the Office of Cultural Competence and Ethnic Services (OCCES) every six months, via email at: cultural_competency@dbh.sbcounty.gov
OCCES	<ul style="list-style-type: none"> • Forward roster of DBH- Bilingual Paid Staff to each region/specialty program. • Provide each region/specialty program with an updated Contract Vendor list annually. • Provide Interpreter Use and Skills training to DBH-Bilingual Paid Staff.
Clinic Supervisors, Supervising Office Specialists and Supervising Office Assistants	Delegate an equitable workload for DBH-Bilingual Paid Staff.
DBH-Bilingual Paid Staff	<ul style="list-style-type: none"> • Provide interpretation services. • Attend OCCES Interpreter Use and Skills training when available.
Staff utilizing assistance of Interpreter	<ul style="list-style-type: none"> • Follow an interpretive session and make appropriate referrals for care as needed. • Provide interpreter feedback as necessary by utilizing the Interpreter Feedback Form. • Attend OCCES Interpreter Use and Skills training when available.

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Providing Interpretation Services Procedure, Continued

Responsibility
(continued)

Roles	Responsibilities
Clerical Staff	<ul style="list-style-type: none"> • Complete general information fields on Consumer Comment Cards according to clinic protocol. General information includes: <ul style="list-style-type: none"> ○ Interpreter Name ○ Date ○ Bilingual Contract Vendor Name ○ Clinic ○ Employee Name ○ Employee Phone • Ensure a Consumer Comment Card (Spanish) (Vietnamese) (ASL), with general information completed is made available to clients. • Return completed, pre-addressed Consumer Comment Card via Interoffice Mail; envelope is optional.
Bilingual Contract Vendor	Provide interpretation services when DBH-Bilingual Paid Staff is not available.

Special Events

The Program Supervisor shall submit a request for interpretation services two weeks prior to the service date for events not regularly scheduled (e.g.; public forums, conferences, meetings, etc.) by completing the [Interpretation Request Form](#) and sending it to DBH Cultural Competency via email at cultural_competency@dbh.sbcounty.gov.

Clinical Appointments

When interpretive services are requested for non-English speaking threshold language clients, the Clinic Supervisor or designee shall take the following actions:

Step	Action
1	Determine need for an interpreter.
2	Contact the supervisor or designee to utilize clinic, program or regional staff for interpreter services in a timely manner.
3	Reference the DBH-Bilingual Paid Staff (interpreter) list provided every six (6) months by Payroll. If bilingual staff is not available, proceed to utilize the Contract Vendor list.
4	Dial the appropriate Contract Vendor agency number.
5	If a client presents as a "walk-in" refer to Telephone Calls or Client Walk-Ins section of this procedure.
6	E-mail OCCES as needed at cultural_competency@dbh.sbcounty.gov .

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**Contract
Vendor List**

The Clinic Supervisor or designee shall contact a Contract Vendor from the list below to schedule interpretation services for non-English speaking threshold language clients. Refer to [Translation/Interpretation Quick Reference Guide](#).

Contractor	Contact Information
New World Language Services (NWLS)	(800) 873-9865 (909) 553-7115 for after-hours/weekends requests@200languages.com World Language Services Access Codes Interpreter services may be requested by telephone or by completing the Request Form Note: Do not list client name. Under Special Instructions list client medical record number.
Asian American Resource Center	(909) 383-0164 aarctranslations@gmail.com
Global Ready, LLC	(800) 201-1202, Ext. 2
Hanna Interpreting Services, LLC	(855) 777-8007 (855) 586-6616
Carmazzi Global Solutions	(888) 549-8957 (888) 452-6543 for after-hours/weekends (press 0 to be transferred to after-hours attendant, leave message) orderinterpreter@carmazzi.com
Interpreters Unlimited, INC.	(800) 726-9891 info@iugroup.com

**Contract
Vendor Clinical
Appointments**

The Clinic Supervisor or designee shall follow the steps below to provide services to non-English speaking threshold language clients:

Step	Action
1	Ensure the clinic Contract Language Services Log is updated. The log is used to monitor the services provided by the contracted vendors to individual clinics and/or programs.
2	Ensure clerical staff makes Consumer Comment Cards (Spanish) (Vietnamese) (ASL) available to clients who require the assistance of an interpreter.
3	Review and sign the Contract Language Services Log at the end of each month.
4	Ensure all efforts and progressive steps to link client to appropriate services in his/her language of choice is documented in the client's progress notes and Initial Contact Log Form .

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Non-Threshold Languages

The Clinic Supervisor or designee will determine if the clients' needs are for non-threshold languages and will refer to the [Contract Vendor List](#) to locate and link clients with services that are linguistically appropriate. Linkage for services may be to community service organizations, Fee-For-Service Providers, or contract agencies. Use of Contract Vendor services will be approved if the client has a special language need that cannot be provided by DBH Bilingual-Paid Staff. Use of Contract Vendor services **will not** be approved for ongoing treatment, unless approved by the supervisor.

Telephone Calls or Client Walk-Ins

The following steps illustrate the necessary actions when receiving a call from a client speaking a threshold language other than English or a client walks-in to a clinic:

Step	Action
1	After greeting caller, advise the threshold language speaker he/she will be placed on hold. Important Note: If caller is Spanish Speaking, please use the <i>script</i> on page 2 of Translation/Interpretation Quick Reference Guide .
2	Determine if there is DBH bilingual paid staff readily available and if not, dial the appropriate Contract Vendor agency number.
3	Provide the Contract Vendor with pertinent information.
4	Dial appropriate Access Codes (NWLS only) and brief the interpreter on the purpose of the call and confidentiality requirements.
5	Add the threshold language speaker to the line.
6	When the call is completed informs the interpreter "this is the end of the call." Note: When <u>placing</u> a call to a threshold language speaker start at Step 2 .

References

California Code of Regulations, Title 9, Chapter 11, Section 1810.110
 CA Welfare and Institutions Code, Section 14684 (h)
 CA Welfare and Institutions Code, Section 4341 (h)
 CA Welfare and Institutions Code, Section 5802(a)(4)
 Civil Rights Act, 1964: United States Code Section 200-d
 Dymally Alatorre Bilingual Services Act, 1973
 CA Department of Mental Health Current Fiscal Year Annual Review
 Protocol for Consolidated Specialty Mental Health Services and Other Funded Services

Related Policy or Procedure

- DBH Standard Practice Manual:
- CUL1002: [Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Policy](#)
 - CUL1004: [Satisfying Beneficiary Language Needs Policy](#)
 - CUL1011: [Providing Translation Services Procedure](#)