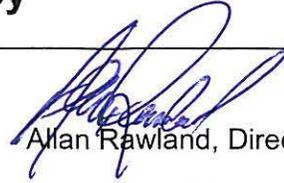


**County of San Bernardino
Department of Behavioral Health**

Field Testing of Written Materials Policy

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


Allan Rawland, Director

Policy It is the policy of the Department of Behavioral Health (DBH) to ensure written materials provided to clients and family members are field tested at minimum, in threshold languages, including: translated documents, forms, signage and client informing materials.

At minimum, the following are to be field tested:

- Member service handbook or brochure
- General correspondence
- Beneficiary problem, resolution, grievance, and fair hearing materials
- Beneficiary satisfaction surveys
- Informed consent for medication
- Confidentiality and release of information form
- Service orientation for clients and patient's Rights materials
- Mental health education materials

New or revised written materials provided to consumers and family members will also be field tested. It is the responsibility of the DBH program/division creating or altering said materials to request these written materials to be field tested. See [Field Testing Written Materials Procedure](#).

Note: The only exemptions to the above policy are documents with a one week or less turnaround from the DBH Public Information Officer intended for distribution to the general community.

Purpose To establish a mechanism for ensuring accuracy of written materials in terms of both language and culture. To ensure written materials are written at a fifth grade level and are comprehensible to DBH clients and family members.

Definitions **Culture:** "A common heritage or set of beliefs, norms and values...." (DHHS 1999).
Threshold Language: Any language other than English that has been identified as the primary (or preferred) language of 3,000 clients or five percent of the client population, whichever is lower, in an identified geographic area.

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County of San Bernardino
Department of Behavioral Health
Field Testing of Written Materials Policy, Continued

References

California Code of Regulations, Title 9, Section 1810.410 (f)
California Government Code, Section 7295
Department of Mental Health *Cultural Competence Plan Draft Requirements*, 2008
Department of Mental Health Information Notice 03-04
Office of Minority Health, & U.S. Department of Health and Human Services. (2001, March). *National Standards for Culturally and Linguistically Appropriate Services in Health Care Final Report*. Washington, D.C.
U.S. Department of Health and Human Services. (1999). *Mental Health: A Report of the Surgeon General*. Rockville, MD: Author.
Welfare and Institutions Code, Section 5600.2

Related Policies

DBH Standard Practice Manual CUL1006: [Cultural Competency Policy](#)
DBH Standard Practice Manual CUL1010-1: [Field Testing of Written Materials Procedure](#)
DBH Standard Practice Manual CUL1011: [Providing Translation Services Procedure](#)
