

County of San Bernardino Department of Behavioral Health

Providing Translation Services Procedure

Effective Date 04/17/07
Approval Date 11/16/09
Supersedes DBH Standard Practice Manual CUL1003-1: Translation Procedure of Written Materials



Allan Rawland, Director

Purpose To ensure adherence to the translation standards set by the Department of Behavioral Health (DBH) [Satisfying Consumer Language Needs Policy](#).

Procedure Follow the steps in the table below for the translation of DBH written material:

Step	Action						
1	Clinic or Program staff develop or identify material(s) to be translated and/or proof read.						
2	Clinic or Program staff determine if the material(s) has been previously translated. <table border="1" style="width: 100%; margin-top: 5px;"> <thead> <tr> <th style="text-align: center;">If...</th> <th style="text-align: center;">Then...</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Yes</td> <td>Clinic or Program staff request copies of the translated material(s)</td> </tr> <tr> <td style="text-align: center;">No</td> <td>Continue to step 3</td> </tr> </tbody> </table>	If...	Then...	Yes	Clinic or Program staff request copies of the translated material(s)	No	Continue to step 3
If...	Then...						
Yes	Clinic or Program staff request copies of the translated material(s)						
No	Continue to step 3						
3	Supervisor verifies the availability of qualified bilingual DBH staff to translate the written material(s). <table border="1" style="width: 100%; margin-top: 5px;"> <thead> <tr> <th style="text-align: center;">If...</th> <th style="text-align: center;">Then...</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Yes, staff is available</td> <td>The translation will be done in house</td> </tr> <tr> <td style="text-align: center;">No, staff is not available</td> <td>Continue to step 5</td> </tr> </tbody> </table>	If...	Then...	Yes, staff is available	The translation will be done in house	No, staff is not available	Continue to step 5
If...	Then...						
Yes, staff is available	The translation will be done in house						
No, staff is not available	Continue to step 5						
4	Supervisor submits a request to OCCES for material(s) translated in house to be proofread.						
5	Supervisor submits a Translation Request Form and the material(s) electronically to the DBH – Cultural Competency global email- cultural_competency@dbh.sbcounty.gov . See Outside Vendor below.						
6	OCCES staff ensures: <ul style="list-style-type: none"> • Requesting supervisor has received prior approval from the DBH public information contact person for the material(s) to be publicly released (i.e.; flyers, small posters, etc.) • Material(s) have been typed and set in the desired format prior to submission 						
7	OCCES staff return the translated and proofread material(s) <i>60 working days</i> after receiving the written request.						

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Distribution The Office of Cultural Competence and Ethnic Services is not responsible for distributing translated material(s). The [New/Revised Forms Process](#) should be followed to distribute translated material(s).

Outside Vendor OCCES will seek outside translation vendors only under the following circumstances:

- There is no bilingual staff available
- Approval is received from requestor and OCCES

Follow the steps in the table below when requesting outside translation vendors:

Step	Action
1	Supervisor sends the Translation Request Form to OCCES, which documents efforts to obtain bilingual DBH staff translation services within their regional/specialty programs.
2	Supervisor and OCCES Program Manager or designee approve the use of an outside vendor to provide translation services.
3	OCCES coordinates the translation of all DBH material(s) with outside vendors.
4	OCCES provides the requestor with a status update within 30 days of the date the material(s) were sent to the vendor.
5	OCCES coordinates field testing of all appropriate material(s).
6	OCCES maintains translated material(s) on file.

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
 Executive Order 13166, 2000
 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

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Related

DBH Standard Practice Manual CUL1002: [Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Policy](#)
DBH Standard Practice Manual CUL1002-1: [Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Procedure](#)
DBH Standard Practice Manual CUL1004: [Satisfying Consumer Language Needs Policy](#)
DBH Standard Practice Manual CUL1012: [Providing Interpretation Services Procedure](#)
