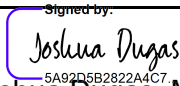




Providing Translation Services Procedure

Effective Date 04/17/2007
Revised Date 04/22/2026

Signed by:

5A92D5B2822A4C7
Joshua Dugas, MPA, REHS Acting Director

Purpose The purpose of this procedure is to provide instruction to the Department of Behavioral Health (DBH) workforce on submitting translation requests and to ensure compliance with translation standards established by the California Department of Health Care Services (DHCS) and the DBH Satisfying Consumer Language Needs Policy (CUL1004).

Translation Request Procedure The Office of Equity and Inclusion (OEI) will take the following appropriate steps when translation of DBH material is required:

Step	Action						
1	Clinic or Program staff identify material(s) developed that must be translated and/or proofread.						
2	Clinic or Program staff determine if the material(s) have been previously translated. <table><tr><th>If...</th><th>Then...</th></tr><tr><td>Yes</td><td> - Clinic or Program staff request copies of the translated material(s) from OEI - OEI will provide the translated materials. - No further steps required. </td></tr><tr><td>No</td><td>Continue to step three (3)</td></tr></table>	If...	Then...	Yes	- Clinic or Program staff request copies of the translated material(s) from OEI - OEI will provide the translated materials. - No further steps required.	No	Continue to step three (3)
If...	Then...						
Yes	- Clinic or Program staff request copies of the translated material(s) from OEI - OEI will provide the translated materials. - No further steps required.						
No	Continue to step three (3)						
3	Clinic or Program supervisor determines the availability of qualified bilingual DBH staff to translate the written material(s). <table><tr><th>If...</th><th>Then...</th></tr><tr><td>A staff member is available</td><td> - The translation will be finalized internally before continuing to step four (4) for proofreading. </td></tr><tr><td>A staff member is not available</td><td> - Continue to step four (4). </td></tr></table>	If...	Then...	A staff member is available	The translation will be finalized internally before continuing to step four (4) for proofreading.	A staff member is not available	Continue to step four (4).
If...	Then...						
A staff member is available	The translation will be finalized internally before continuing to step four (4) for proofreading.						
A staff member is not available	Continue to step four (4).						

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Providing Translation Services Procedure, Continued

Translation Request Procedure, continued

- 4 Clinic or Program supervisor or designee will submit a Translation Request Form (CUL002) to OEI as follows:

If...	Then...
Documents were translated internally	Supervisor will prepare a Translation Request Form for material(s) to be proofread and continue to step five (5).
Documents still require translation	Supervisor will submit a Translation Request Form for material(s) to be translated (by other certified staff or vendor) and continue to Step five (5).

5	Clinic or Program supervisor or designee submits the Translation Request Form and the material(s) electronically to the Office of Equity and Inclusion global email at DBH-LanguageServices@dbh.sbcounty.gov. Prior to submitting the Translation Request Form, supervisor or designee will ensure: • Material(s) have been typed and set in the desired format, and • Materials submitted for proofreading must include both English and preferred language translation versions.
6	OEI staff will return translated and proofread material(s) within 60 business days of receiving the initial request. If material(s) are required sooner than 60 working days, please indicate in the Justification and Special Instructions section of the Translation Request Form (CUL002). Note: Requests processed through an outside vendor may take up to 10 business days to complete.

Outside Vendor Process

OEI will engage outside translation vendors only when:

- No bilingual staff are available, and
- Both the requesting staff member and OEI approve submission to an outside vendor.

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Providing Translation Services Procedure, Continued

Outside Vendor Process, continued

The following steps must be followed when submitting requests to outside translation vendors:

Step	Action
1	The supervisor or designee submits the completed Translation Request Form to OEI. The form must document efforts made to obtain bilingual DBH staff for translation services within the applicable regional or specialty program(s).
2	The supervisor and OEI Program Manager, or their designees, shall approve the use of an outside vendor to provide translation services.
3	OEI coordinates the translation of the DBH material(s) with the approved outside vendor.
4	OEI shall provide the requestor with a status update within 10 days from the date the material(s) were sent to the vendor, unless an alternative timeline has been specified.
5	OEI coordinates field testing of all applicable material(s). Refer to the Field Testing of Written Materials Policy (CUL1010) and Field Testing of Written Materials Procedure (CUL1010-1), as appropriate.
6	OEI maintains all translated material(s) on file.

Note: Materials submitted to an outside vendor will include a surcharge. If the cost center entered by the Program is incorrect, OEI will review the request, determine whether modifications are required, and make any necessary corrections to the form.

Distribution

OEI is not responsible for the distribution of translated materials. The requesting clinic or program shall be responsible for distributing all translated documents.

Related Forms, Policies, and Procedures

[Department Standard Practice Manual and Department Forms:](#)

- Translation Request Form (CUL002)
- Satisfying Clients' Language Needs Policy (CUL1004)
- Field Testing of Written Materials Policy (CUL1010)
- Field Testing of Written Materials Procedure (CUL1010-1)
- Providing Translation Services Procedure (CUL1011)
- Providing Written Communications in Threshold/Primary Languages for Consumer/Family Members Policy (CUL1013)

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Providing Translation Services Procedure, Continued

Related Forms, Policies, and Procedures, continued

- Non-Discrimination-Section 1557 of the Affordable Care Act Policy (COM0953)
- Affordable Care Act (ACA) 1557 Grievance Procedure (COM0953-1)
- Written Informing Materials Policy (QM6012)

Reference(s)

[California Department of Health Care Services \(DHCS\), California Code of Regulations Title 9, Chapter 11, Section 1810.110](#)
[California Department of Mental Health Current Fiscal Year Annual Review Protocol for Specialty Mental Health Services and Other Funded Services](#)
[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 2000-d](#)
[Civil Rights Act, 1964: united States Code, Executive Order 13166](#)
[The Dymally–Alatorre Bilingual Services Act](#)
