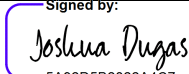




Providing Translation Services Policy

Effective Date 04/22/2026
Revised Date 04/22/2026

Signed by:

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Joshua Dugas, MPA, REHS Acting Director

Policy It is the policy of the Department of Behavioral Health (DBH) that all DBH Workforce Members and Fee-for-Service providers ensure that non-English speaking members are provided with written materials in a linguistically appropriate manner, in accordance with applicable state and federal laws, including the requirements of the California Department of Health Care Services (DHCS), the Americans with Disabilities Act (ADA) Title 42, Title 45 Code of Federal Regulations (CFR) Part 92, and Welfare and Institutions Code (WIC) Section 14029.91.

Purpose DBH shall ensure members and their families have access to appropriate linguistic materials and understand information related to services provided by DBH programs and/or contractors, to effectively address their language needs.

Definitions **Cost Center:** A designated accounting code used to allocate and track translation service expenses. The Program must notate the correct cost center on the Translation Request Form.

DBH Bilingual Staff: DBH staff whom have been certified by San Bernardino County (County) to provide translation services.

Dymally–Alatorre Bilingual Services Act: This act mandates DBH and its contractors to translate and distribute materials in the identified threshold languages spoken by members and shall ensure the information and services provided are in the members preferred non-English language.

Family Member: A parent or caretaker of a child, youth, adult, or older adult, currently receiving services from DBH.

Field Testing: Ensures that created and delivered materials are written at the fifth-grade level and are understandable to DBH members and their families.

Member: A person with lived experience of mental health and/or substance use disorder (SUD) issues.

Outside Language Services: DBH contracted vendor(s) who provide behavioral healthcare translation services on DBH documents for limited English proficient members through the use of specially trained individuals.

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Providing Translation Services Policy, Continued

Definition, continued

Primary Language: The language, including sign language, which must be used by the member to communicate effectively as identified by the member.

Threshold Language: The language(s) spoken by a significant portion of the county (3,000 beneficiaries or five (5) percent of the Medi-Cal beneficiary population, whichever is lower), whose primary language is other than English, for whom information and services shall be provided in their primary language.

Translation: The act of conveying meaning from one language to another. Involves changing words or text from a source language into an equivalent in a target language.

Implementation Linguistic Material

DBH must make written materials critical to services provided readily available to DBH current and potential members in all identified threshold languages in accordance with the Dymally–Alatorre Bilingual Services Act.

To eliminate any language barriers that may prevent DBH current and potential member from obtaining mental health and substance use disorder (SUD) services, DBH staff shall provide information in threshold languages and guidance on how to access specific documents.

Note: All member forms must be translated in accordance with DHCS Behavioral Health Information (BHIN) Notice 20-070.

Related Policy, Procedure, and Forms

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 (CUL1011-1)
 - Providing Interpretation Services Policy (CUL1012)
 - Providing Interpretation Services Procedure (CUL1012-1)
 - Providing Written Communications in Threshold/Primary Languages for Consumer/Family Members Policy (CUL1013)
 - Cultural Competency Training Policy (CUL1014)
 - 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)
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Providing Translation Services Policy, Continued

Reference(s)	45 Code of Federal Regulations (CFR) Part 92.10 Americans with Disabilities Act, Title 42, The Public Health and Welfare California Affordable Care Act Non-Discrimination Section 1557 Department of Rehabilitation Act of 1973 Department of Rehabilitation, Unruh Civil Rights Act DHCS, Behavioral Health Information Notice No: 20-070 DHCS, Mental Health Plan (MHP) Contract DHCS, Managed Care Plan (MCP) Contract Template 2022-2027 DHCS, Threshold Languages Requirements All Plan Letter (APL) 21-004 Title 4 of the Civil Rights Act of 1964, Types of Discriminations The Dymally–Alatorre Bilingual Services Act Welfare and Institutions Code, Section 14029.91
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