

Contract Provider Checklist

For questions, contact your DBH program specialist or contract monitor.
Materials are to be provided in English and Spanish.

Check the logo



- ✓ Use DBH's primary logo →
- ✓ Do not stretch, distort, shrink or enlarge from the provided template on page 3.
- ✓ Do not place the logo behind background images.
- ✓ If the program is MHSA funded, the following blurb must be written adjacent to the logo:



Behavioral Health

Services provided in collaboration with the San Bernardino County Department of Behavioral Health and funded by the Mental Health Services Act (Proposition 63).
Servicios proveídos en colaboración con el Departamento de Salud Mental del Condado de San Bernardino y financiado por la Ley de Servicios de la Salud Mental (Proposición 63).

Check information

- ✓ **Address written as: 303 E. Vanderbilt Way, San Bernardino**
 - Do not include state or zip code **unless** a mailing address is referenced in the material.
 - Do not write "Location: 303 E. Vanderbilt Way, San Bernardino" or "Address: 303 E. Vanderbilt Way, San Bernardino"
- ✓ **Phone numbers written as: (909) 555-5555**
 - Do not write "Phone: (909) 555-5555"
 - Do not use – (dashes) for the area code "909-555-5555"
 - Do not use dots to separate phone number "909.555.5555"
- ✓ **Time written without minutes at the whole hour**
- ✓ **Use a.m. or p.m. ONCE to designate hours within the same time period**
 - **Examples-**
 - **1 to 5 p.m.**
 - **1:30 to 5 p.m.**
 - **11 a.m. to 4 p.m.**
 - Use lower case and periods for "a.m." or "p.m."
 - Use midnight and noon rather than 12 a.m. or 12 p.m.
 - Do not use extra zeros on times to show minutes: 7 p.m. and 10 a.m.
 - Do not write "Time: 1 to 5 p.m."
- ✓ Dates written with abbreviated months when months have six or more letters or are written with a specific date and/or day of the week:
 - **Examples-**
 - Aug. 13
 - June 10
 - Monday, Jan. 21
 - Do not write "Date: Aug. 13"
 - Do not write "Aug. 13th"
- ✓ **Emails, websites and phone numbers and/or links are correct**

Check for readability

- ✓ Consider: Who is the intended recipient? Is the information on the flyer relevant?
- ✓ 3rd to 5th grade reading level writing, no technical terms or jargon.
- ✓ Concise, simple and clear.

Check for grammar, spelling, and punctuation.

- ✓ Do not use fragmented/broken sentences.

Check for style

- ✓ Pictures/photos should be used from a legal source and not oversized, pixilated or include controversial or copyrighted images. Max 2 photos/pictures per flyer.
- ✓ If this text is present in the document, write **San Bernardino County** not County of San Bernardino.
- ✓ Spacing should be consistent.
- ✓ Fonts and font sizes should be consistent.

Cultural Competency and ADA

- ✓ Photos of people must be diverse and should be representative of the target audience.
- ✓ Materials are to be submitted in English and Spanish. If the Spanish version have not yet been translated, add the following language to the English flyer:

“Para obtener esta información en español llame al (add your agency’s phone number).”

- ✓ The following language must also be included on English and Spanish flyer:

“For questions, interpretation services, or requests for disability-related accommodations, free of charge, call (add your agency’s phone number) (dial 711 for TTY users).”

“Para mayores informes, servicios de interpretación, o solicitudes de adaptaciones relacionadas con la discapacidad, gratuito, llama a (add your agency’s phone number). (marque 711 para usuarios de TTY).”

TEMPLATE

THIS SPACE IS DESIGNATED FOR YOUR CONTENT.

DO NOT ALTER/ADD CONTENT TO OR BELOW THE FOOTER.



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