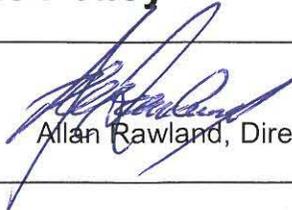


**County of San Bernardino
Department of Behavioral Health**

Satisfying Beneficiary Language Needs Policy

Effective Date 10/99
Revised Date 10/25/10


Allan Rawland, Director

Policy It is the policy of the Department of Behavioral Health to adhere to guidelines set for ensuring non-English speaking beneficiaries seeking alcohol/drug and specialty mental health services are linked with appropriate linguistic services.

Purpose To ensure beneficiaries have access to appropriate linguistic services and ensure beneficiaries are made aware of these services offered. To ensure written materials are at an appropriate reading level, fourth (4th) to fifth (5th) grade, per Medi-Cal regulations.

Definitions

Interpretation – Transmission of oral communication from one language to another, including sign language.

Threshold Language – Language that has been identified as the primary language, as indicated on the Medi-Cal Eligibility Data System, of 3,000 beneficiaries or five percent of the beneficiary population, whichever is lower, in an identified geographic area.

Primary Language – Any language, including sign language, which the beneficiary chooses to use to communicate effectively.

DBH Bilingual staff – DBH staff that have been certified by the County to provide interpretation services.

Outside Interpretation Services – Vendors with whom the Department has contracted to provide behavioral healthcare interpretation services to limited-English-proficient beneficiaries by the use of specially trained individuals.

Check-in – A post-interpretive encounter in which the user of interpretive assistance briefly questions bilingual paid staff to ensure emotional wellness surrounding the encounter.

Continued on next page

County of San Bernardino Department of Behavioral Health

Satisfying Beneficiary Language Needs Policy, Continued

Implementation The following are required to be posted in clinic lobbies:

- Language Preference Poster
- Medi-Cal Poster
- Language Identification Poster

Note: Contact the Office of Cultural Competence and Ethnic Services (OCCES) via DBH-Cultural Competency email to request a copy of these postings. OCCES will provide the first copy and, if revised, the updated versions of postings. If additional copies are needed, these postings will be available on the DBH Intranet.

Email: cultural_competency@dbh.sbcounty.gov

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

**Related
Policies/
Procedures**

DBH Standard Practice Manual CUL1002: [Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Policy](#)
DBH Standard Practice Manual CUL1010: [Field Testing Policy](#)
DBH Standard Practice Manual CUL1011: [Providing Translation Services Procedure](#)
DBH Standard Practice Manual CUL1012: [Providing Interpretation Services Procedure](#)
DBH Standard Practice Manual QM6012: [2006 State Informing Materials Procedure](#)
