



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Client's Rights
	Sub Section:	Cultural Competency
	Section Number:	02.01.03
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>8/3/16</u>

SUBJECT: Distribution of Translated Materials

PURPOSE:

To ensure availability of culturally and linguistically appropriate written information in the identified threshold languages to assist consumers in accessing Specialty Mental Health Services (SMHS) in the Mental Health Plan (MHP).

POLICY:

Behavioral Health Services (BHS) is committed to providing consumers with culturally/linguistically appropriate written materials in all threshold languages or in alternate formats.

SCOPE:

These procedures apply to all County operated and County Contracted programs within the Mental Health Plan (MHP) involved in the linkage and direct provision of SMHS to consumers.

REFERENCES:

- California Code of Regulations, Title IX, Chapter 11, Section 1810.410 (a)
- Department of Mental Health Information Notice No. 97-14, Page 14
- County of Orange, Health Care Agency, BHS, Cultural Competency Plan, Update, 2010.

FORMS:

- Mental Health Plan Consumer Handbooks http://ohealthinfo.com/bhs/about/medi_cal
- [Grievance and Appeal Process Pamphlets](#), F346-656 (06/16) DTP58
- Grievance and Appeal Process Posters, F346-675 (06/16) DTP64
- Mental Health Plan Provider List http://ohealthinfo.com/bhs/about/medi_cal

PROCEDURES:

- I. The Service Chief/Program Director of each County operated or County Contracted program providing SMHS for the MHP is responsible for maintaining adequate numbers of these materials at their programs and for ensuring that the materials are posted and made readily available to consumers.
- II. Grievance and Appeal posters in each threshold language shall be prominently displayed in an area accessible to all consumers at each location.
- III. Mental Health Plan Consumer Handbooks in the appropriate threshold languages shall be offered to consumers during the initial intake to each clinic, or upon request. These Consumer Handbooks shall be available in an area accessible to all consumers at each location.
- IV. Mental Health Plan Provider lists in the appropriate threshold language shall be offered to consumers during the initial intake to each clinic or upon request.