

COUNTY OF HUMBOLDT  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
BEHAVIORAL HEALTH

POLICY NO.:	POLICY TITLE:	EFFECTIVE DATE:
0704.877	<b>DISTRIBUTION OF INFORMING MATERIALS</b>	3/27/1998
PROGRAM:	PERFORMANCE MANAGEMENT UNIT – QUALITY IMPROVEMENT	REVISION DATES: 6/11/14, 1/28/19, 8/31/20
AFFECTS:	ALL	REVIEW DATES: 11/2/98, 12/21/99, 1/3/01, 2/22/02, 9/20/04, 9/5/08, 12/11/10, 12/20/13, 1/14/14, 10/27/16, 3/29/19

**PURPOSE** Humboldt County Department of Health and Human Services - Behavioral Health (DHHS-BH) ensures that informing materials are provided to clients when they first access services. Client brochures in English and threshold languages will be provided upon request and made available at all DHHS-BH and contract provider access points.

**DEFINITION(S)** NVRA: National Voter Registration Act

- PROCEDURE**
1. Informing materials will be located visibly, within easy reach of disabled persons, and accessible without staff assistance at all service delivery locations. When requested, staff will be available to explain the contents of all informing materials.
  2. At time of the client’s initial assessment, staff will provide the client with a packet of informing materials and ask the client to sign [DHHS-BH Form #1196 Informing Materials Packet – Client Acknowledgement](#). Documentation that this information was provided will be entered into the client’s record by submitting the completed Form #1196.
  3. The Informing Materials Packet includes the [NVRA Voter Preference Form](#), which must be offered to clients who are age 16 or older. Staff will submit the signed [NVRA Voter Preference Form](#) for inclusion in the client’s Medical Record and provide clients who desire to register to vote with a Voter Registration Form. Voter Registration Forms will remain with receptionists or clinical staff in their offices and only be given out when a client would like to register to vote.
  4. A hard copy of the provider list is no longer a required document in the Informing Materials Packet. The provider list is posted on the public-facing DHHS website. Signs providing the link to the online provider list must be located visibly at all service delivery locations. When requested, a paper version of the list must be provided to a client.

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5. Staff, whether employed by DHHS-BH or a contract provider, are responsible for keeping a current supply at each location. The Provider Relations Coordinator will provide all access points and contract providers with printed client brochures and informing materials to display and make available in their lobbies and/or waiting rooms within three days of receipt of request. The Provider Relations Coordinator will obtain additional Voter Registration Forms from the Elections Office per staff request.
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FORM(S)/  
ATTACHMENTS

[DHHS-BH Form #1196-Informing Materials Packet – Client Acknowledgement](#)  
[NVRA Voter Preference Form \(English\)](#)  
[NVRA Voter Preference Form \(Spanish\)](#)  
[Advance Directive Brochure - Your Right To Make Decisions About Medical Treatment \(English\)](#)  
[Advance Directive Brochure - Your Right To Make Decisions About Medical Treatment \(Spanish\)](#)  
[Beneficiary Handbook \(English\)](#)  
[Beneficiary Handbook \(Spanish\)](#)  
[Beneficiary Handbook \(large print\)](#)  
[Sign with Link to Provider List \(Bilingual\)](#)  
[QI-25 Client Problem Resolution Guide \(English\)](#)  
[QI-31 Client Problem Resolution Guide \(Spanish\)](#)  
[DHHS 55 Notice of Privacy Practices \(English\)](#)  
[DHHS 56 Notice of Privacy Practices \(Spanish\)](#)  
[QI-79 Brochure and Posting Requirements](#)

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REFERENCE

[CFR, title 42, section 438.10](#)  
[CCR, title 9, chapter 11, section 1810.360\(d\)](#)  
[CCR title 9, chapter 11, section 1810.410\(c\)\(3\)](#)  
[DMH Information Notice No. 10-02, Enclosure, Page 23](#)  
[DHCS MHSD Information Notice No. 13-09, dated 4/30/2013](#)  
[National Voter Registration Act](#)

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