



HUMBOLDT COUNTY DEPARTMENT OF
HEALTH & HUMAN SERVICES - BEHAVIORAL HEALTH
Policy & Procedure

Policy Number	0704.882
Policy Title	Accessible Client Materials
Program	Performance Management Unit
Affects	
Effective date	12/09/19
Revision dates	
Review dates	06/09/25

PURPOSE

Humboldt County DHHS-Behavioral Health provides all critical written materials in the county's threshold language(s) and in accessible, easy-to-understand formats, so that all clients can effectively access and understand information necessary to obtain services.

DEFINITION(S)

Threshold language: A language identified as the primary language, as indicated on the Medi-Cal Eligibility Data System (MEDS), of 3,000 beneficiaries or five percent of the beneficiary population, whichever is lower, in an identified geographic area, per Title 9, CCR Section 1810.410 (a)(3). Humboldt County's currently identified threshold language is Spanish.

POLICY

Humboldt County Department of Health and Human Services - Behavioral Health (DHHS-BH) provides clients with information in a manner and format that is easily understood and readily accessible to all clients.

PROCEDURE

1. All DHHS-BH written materials that are critical to obtaining services, including the informing materials (QI-79 Brochure and Posting Requirements), provider list, beneficiary handbook, grievance materials, and Notices of Adverse Benefit Determination (NOABDs), must be made available in the threshold language(s) for Humboldt County.
2. All DHHS-BH written materials that are critical to obtaining services must be formatted in a way that is readily accessible to clients with visual impairment and clients who use assistive technologies, including but not limited to:
 - a. ADA-recommended font, such as Arial, Calibri, Helvetica, Tahoma, Times New Roman, or Verdana.
 - b. Font size no smaller than 12 point.
 - c. For large print, font size no smaller than 18 point.
 - d. Ensure all digital documents are screen-reader accessible.
 - e. Digital documents must comply with all applicable requirements in the [DHHS Digital Content Standard Guide](#), [Humboldt County Website Accessibility Policy](#), and [Humboldt County Web Standards and Style Guide](#).
3. All DHHS-BH written materials that are critical to obtaining services must be written at or below a sixth grade reading level.

4. Written materials including vital documents such as beneficiary handbooks, notice of actions, appeals, and grievances must also include [Language Assistance Taglines](#), which explain that language assistance, alternative formats, and auxiliary aids and services are available upon request.
5. Upon client request, written materials in alternative formats and auxiliary aids and services must be provided at no cost to the client.
 - a. Requests for alternative formats and/or auxiliary aids and services will be forwarded to the Quality Improvement (QI) Department.
 - b. QI will respond to requests for alternative format within five business days.
 - i. If it is not possible to provide the format requested by the client, a reasonable alternative will be offered.

FORM(s)/ATTACHMENTS

[Language Assistance Taglines](#)

REFERENCE

[42 CFR § 438.10](#)
[All Plan Letter 18-016](#)
[All Plan Letter 21-004](#)
[Americans with Disabilities Act § 35.160](#)
[DHHS Digital Content Standard Guide](#)
[Humboldt County Website Accessibility Policy](#)
[Humboldt County Web Standards and Style Guide](#)
[Rehabilitation Act Section 504](#)
[Rehabilitation Act Section 508](#)