

COUNTY OF HUMBOLDT  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
**BEHAVIORAL HEALTH**

POLICY NO. :  0100.604	POLICY TITLE: <b>ACCESS TO INTERPRETERS AND CULTURALLY AND LINGUISTICALLY COMPETENT PROVIDERS</b>	EFFECTIVE DATE:  3/27/1998
PROGRAM:	ADMINISTRATION	REVISION DATES: 10/23/17
AFFECTS:	ALL	REVIEW DATES: 11/02/98,12/21/99, 01/03/ 01, 02/22/02, 09/20/04; 09/05/08, 12/11/10, 01/05/12, 03/20/12, 08/30/12, 04/29/13, 12/20/13,01/14/14, 10/23/17
APPROVED BY BEHAVIORAL HEALTH DIRECTOR: Signature on File.		

**PURPOSE** Humboldt County Department of Health and Human Services - Behavioral Health (DHHS-BH) provides culturally and linguistically competent services.

**DEFINITION(S)**

**POLICY** DHHS-BH will obtain and provide culturally and linguistically competent services to clients 24 hours a day, 7 days a week.

**PROCEDURE**

1. Linking clients to DHHS interpreters:  
DHHS-BH prohibits the expectation that families will provide interpreter services for their family members who are receiving or requesting services; although at the client's specific request and with appropriate releases, this may be facilitated.
2. All front office and direct service staff will be trained on the following steps to provide appropriate interpreter services to clients:
  - 2.1. Identify language spoken. If in doubt, use Language Line services for language identification assistance or when face to face with a client, use [Language Identification Card](#) or [Interpreting Services Available](#) poster.
  - 2.2. Offer the client free interpreter service.
  - 2.3. If the client declines to use a local interpreter, staff will contact Language Line Services.
  - 2.4. If steps 2.2. and 2.3. fail to meet client's needs, or client declines those services, ask client if he or she prefers to have family or other support provide the interpreter services.
  - 2.5. Minor Children should not be used as interpreters.
  - 2.6. Document steps 2.1. through 2.4. in client's chart.
  - 2.7. And complete form # 1157 [Use of Interpretation Services Documentation Form](#).
3. Appropriate translated materials will be distributed or posted at all points where clients access the Behavioral Health system.
4. Linking clients to culturally competent Behavioral Health service providers:  
DHHS-BH will maintain a current list of contract providers. The list will contain the names, clinic addresses, telephone numbers, cultural and linguistic skills and specialty populations served by each provider. This list will be updated periodically and furnished to all DHHS-BH front office staff and to contract providers. The front office staff will make this list available to clients upon request and inform them in a language that they understand that they have the right to free language assistance services.

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5. When a client requests a specific provider from the [Contract Provider List](#), this information will be forwarded to the Access staff. The Access staff will make every effort to link the client with the provider of his/her choice.
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FORM(S)/  
ATTACHMENTS

[Form 1157 Use of Interpretation Services Documentation](#)  
[Directorio de Proveedores](#)  
[Interpreting Services Available Poster](#)  
[Interpreter List](#)  
[Language Identification Card](#)  
[Provider Directory](#)  
[Working with Interpreters training](#)

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REFERENCE

[CCR, title 9, chapter 11, section 1810.410.](#)  
[Title VI, Civil Rights Act 1964 \(U.S. Code 42, section 2000d; CFR, title 45, Part 80\)](#)

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