

POLICY TITLE: CULTURALLY AND LINGUISTICALLY PROFICIENT SERVICES

POLICY STATEMENT

Alameda County Behavioral Health Care Services and its Behavioral Health Plan provide services in a manner that meets consumer language needs in accordance with the California State Department of Mental Health's threshold language criteria, and by linkage, ensures that consumers not included in the threshold language criteria category receive appropriate services.

ACBHCS and its BHP will ensure that beneficiary' requests to use culturally specific network providers will be honored when feasible.

PROCEDURE:

ACCESS will ensure that services are appropriately provided to consumers by either referral to a linguistically proficient staff member or a staff member with clinical expertise in the use of interpreters when providing services.

ACCESS will document in the ACCESS Log the agency to which the consumer was referred and its language capacity to met the need of the referred consumer.

When ACCESS cannot link a consumer who is not included in die threshold language criteria category to appropriate services, there is documentation provided that explains the progressive steps to ensure proper linkage.

ACCESS, County-Operated and Contracted providers are prohibited in having or conveying expectations that clients' families will provide interpreter services. If family members are willing to participate as an interpreter, this method of communication should only be used during crisis or emergency situations when other linguistically proficient staff members or interpreters are unavailable.

Clinical judgment is important in determining when families are used as interpreters. Client information may be inaccurate or distorted when family members are used as interpreters. This may occur when the client will not provide accurate information during the presence of the family member or because die family member does not provide verbatim information to the clinician.

Original Approval Date: August 16, 2000

Revision Date:

Application: All Behavioral Health Care Services