

 STANISLAUS COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES	Developed by/Date: E. Inacio 8/28/18	Page: 1 of 2	Number: 30.2.138
	Reviewed by/Revised Date: R. DeGette 1/14/19; C. Dockery 1/24/20, M. Chalabi 2/3/21	Replaces:	Subject: Information Systems Distribution: All Programs
Title: TRANSLATION OF WRITTEN MATERIALS		Approved:	

POLICY

Stanislaus County Behavioral Health and Recovery Services (BHRS), has determined that all written materials, as defined herein, will be translated into Spanish as the identified threshold language. These materials will be readily available to the clinician and administrative staff, either online (under the Administrative Support / Ethnic Services Tab or under the Clinical Forms tab) or in hard copy. Amendments shall be made simultaneously in threshold languages.

“Threshold Language” means 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); and a population group of mandatory Medi-Cal beneficiaries residing in our service area who indicate their primary language as other than English and who meet the concentration standards of 1,000 in a single ZIP code or 1,500 in two contiguous ZIP codes. In Stanislaus County, English and Spanish are the threshold languages.

PURPOSE

BHRS is committed to honoring diversity and to ensuring culturally and linguistically competent services. The California Department of Health Care Services requires that beneficiaries whose primary language is a threshold language have services available to them in their primary language. Where a need is demonstrated that translation of written materials into other languages is critical to client care, every effort will be made to accommodate the need.

This policy is intended to establish the range of materials that must be translated into Spanish and to describe the process to ensure that the translations will be faithful to the intent of the document, accurate, and written in a manner that will be understandable and meaningful to the reader.

This policy applies to all services and staff within BHRS, whether providing mental health services, substance use disorder services, or co-occurring services.

Behavioral Health sites will have signage indicating the availability of translated materials and how to obtain them.

PROCESS

- A. To avoid duplicate requests for translation of similar or identical material, a list of translated non-clinical documents shall be available under the Administrative Support / Ethnic Services Intranet Tab. If it is a clinical form or document, please search the Clinical Forms Intranet Tab. These lists shall be reviewed prior to requesting translation of written materials.
- B. All new or amended clinical forms (assessments, summaries, progress notes, etc.) must be approved by Quality Services or the Clinical Forms Committee (See Policy [30.2.132](#)) prior to a request for translation.

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- C.** Medication education sheets must be approved by the BHRS Medical Director or his/her designee prior to a request for translation.
- D.** For other material (ex., educational material, brochures), the English version shall be approved at the appropriate managerial or committee level, depending on the nature and intent of the document.
- E.** If it has been established that the translation request does not duplicate existing material, and any necessary approvals (as referenced by 2, 3, and 4 above) have been secured, requests for translation must be made using the Translation Request Form ([Attachment A](#)).
- F.** BHRS will use the translation vendor list for all translation requests.
- G.** The Vendor is required to:
- Provide translation of documents and other text communications in language requested
 - Provide an estimate for translation costs
 - Allow for 3rd party quality assurance of translation projects
 - Translate all documents at 6th grade reading level
 - Use certified and qualified translators who are experienced in providing services to low-income, culturally diverse communities.
 - Provide proof that translators have continued education and are certified translators.
 - At request, an independent linguist can proofread the completed translation and provide additional linguistic feedback and/or confirm the validity of the translation.
- H.** When ESM receives notification that the documents have been translated, the ESM will conduct a secondary review, along with another fluent staff member.
- I.** Translated materials will be returned to the staff/manager who requested the translation. The requestor will discuss any questions or issues with ESM.
- J.** ESM will contact vendor and discuss final revisions based on feedback from requestor (if any).
- K.** ESM and a fluent staff member in the threshold language must review the final version to assure that it is faithful to the intent of the English version.
- L.** ESM will be responsible for sending the final translated document to the requestor and for posting on website for all BHRS staff to access.
- M.** The requestor is responsible for assuring the timely production and distribution of the final document.
- N.** In the case of forms with legal implications (example, authorizations or release of information) extreme caution is recommended, AND approval from the Forms Committee is required.