

BHS Policies and Procedures



City and County of San Francisco
Department of Public Health
San Francisco Health Network
BEHAVIORAL HEALTH SERVICES

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POLICY/PROCEDURE REGARDING: **Interpretation Request Policy**

<p>Issued By: Kavooos Ghane Bassiri, LMFT, LPCC <i>K. Bassiri</i> Director of Behavioral Health Services</p> <p>Effective Date: March 1, 2019</p>	<p>Manual Number: 3.02-24</p> <p>References:</p> <ul style="list-style-type: none">▪ CFR, title 42, section 438.10 (c)(4), 438.6(f)(1), 438.100(d), CFR, title 28, Part 35, 35.160(b)(1), CFR, title 28, Part 36, 36.303(c)▪ CCR, title 9, chapter 11, section 1810.410(a)-(e)▪ Title VI, Civil Rights Act of 1964 (U.S. Code 42, section 2000d; CFR, title 45, Part 80)
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New Policy.

Purpose:

The aim of the policy and procedure is to ensure that Behavioral Health Services (BHS) staff can adequately obtain and provide interpretation services in a timely manner for all scheduled appointments/meetings for which said services were offered and requested by the client and/or the clinician. This entails strict compliance with all standards laid out by the BHS Cultural and Linguistic Competency Requirement (Sect. 3.02-15).

Scope:

Procedure applies to staff at all BHS sites/programs serving clients with Limited English Proficiency (LEP) or are hard of hearing who have been offered and/or are requesting interpretation services.

Procedure:

A. Requests for In-Person Interpretation

- 1.1 When it is known that an interpreter will be needed for a future appointment/meeting, it's the responsibility of site staff to contact the Office of Equity, Social Justice & Multicultural Education (OESM) at BHS-OESM@sfdph.org. This should be done at least seven business days in advance.
- 1.2 In the email, the staff person requesting the interpreter should provide OESM with relevant event information, namely:
 - location of the site

- requested language and type of session
- event date/time/duration
- on-site contact with phone number

1.3 Upon making the request, the staff person should complete and submit a digital copy of the *Translation/Interpretation Request Form* to the same address for processing. The form can be requested from the same email address (the form is *not necessary* for American Sign Language Interpretation requests). OESM will notify the site once an interpreter is confirmed by the vendor.

B. Requests for Telephone Interpretation

- 2.1. In the event of an LEP client walk-in without a scheduled appointment, site staff should try to identify the language need. It may be necessary to use telephone interpretation if site lacks the capacity to accommodate their preferred language. If staff are unable to discern the client's desired language, please refer to the "**Interpretation Services Available**" signage*.
- 2.2. Once the language is identified by the client, the staff person is to call Language Line at 877-745-0386. An automated prompt will ask for the Client ID (one for all of BHS), which lets the vendor's system know that the call is originating from BHS.
- 2.3. If the staff person doesn't have the BHS' Client ID, it can be requested by emailing OESM at BHS-OESM@sfdph.org or calling the Cultural Competence Analyst at 415-255-3426. Note that the Client ID cannot be shared with the public or contracted Community-Based Organizations.
- 2.4. Once the Client ID is provided, the prompt will then give the options of **Spanish** or **Other** – select the appropriate option. After selection, this option will connect to an interpreter. *

Notes:

- *If telephone interpretation is being used for a clinical appointment, this and the client's preferred language should be documented on Avatar by the clinician.*
- *"Interpretation Services Available" (ISA) signage is required at all publicly accessible sites and should be posted in a centralized, clearly visible location. The sign should indicate the "right of the client to request an interpreter at no cost to them" and instructs the client to point to their language. This message should be replicated in at minimum the threshold languages (i.e., Chinese, Spanish, Vietnamese, Russian, Tagalog).*
- *New ISA signs can be requested from OESM. There are several variations of this signage. The version from OESM includes all the threshold languages and can be sent digitally. The version from the Dept. of Human Resources can be requested by calling 415-554-2589. Language Line can mail a **Language Identification Guide**, which has over 100 languages.*

Contact Person:

Cultural Competence Analyst, 415-255-3426 (voice), 888-484-7200 (TDY) or by
Email at: BHS-OESM@sfdph.org

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