

# Behavioral Health Agency Name

## Language Access Plan

*Please Note: A language access plan is a requirement of the Community Mental Health Fund effective January 1, 2018. This format is provided as a best practice example; the format is not required.*

Date \_\_\_\_\_

### Policy Approved

Board of Directors (Chair, chief voluntary officer)/ Date \_\_\_\_\_

CEO / Date \_\_\_\_\_

Advisory Committee (Chair) / Date \_\_\_\_\_

### Introduction

[This agency] is subject to federal and state laws, and local funding stipulations that mandate persons with limited English proficiency are entitled to language assistance at no cost to the individual with respect to the services and benefits provided by this agency. These requirements include: Title VI Civil Rights Act of 1964; identify federal flow-through funds such as CMS, DMH contracts, block grants (others, list).

This agency is subject to applicable language assistance accreditation standards from its accrediting body (CARF, COA, JCAHCO, etc.)

In addition, through its cultural competence plan, Board-adopted cultural competence definition, and mission statement [this agency] is committed to equitable access to its supports and services.

### Methodology

The Board of Directors, senior management and cultural competence advisory committee have formally committed to the following methodology to develop and oversee language access.

- 1) conduct a four factor analysis
- 2) develop language access plan (LAP)
- 3) provide appropriate language assistance

[This agency] researched and completed items [one and two] on the following [dates.] Item [3] will be implemented according to the action steps described in the LAP.

Four factor analysis

[This agency] will assess and evaluate factors when determining how to best serve eligible limited English speaking persons. These factors include the number portion of limited English speaking persons eligible to be served or likely to be encountered by a program, activity, or service of the agency; the frequency with which limited English speaking

persons come in contact with the agency or its programs; the nature and importance of the program activity or service provided by the agency and the resources available and costs to the recipient.

**Factor 1. The proportion and number of limited English speaking persons within the agency’s service area.**

The service area for this for factor analysis is defined geographically as: [insert text]

The most recent data collected pertaining to language frequency for this area is: the 2005 through 2009 American Community Survey conducted by the United States Census Bureau (identify other sources that pertain to language frequency).

(Supplement or alternative) Annual reports from school districts within the service area have been reviewed for the most common non-English languages spoken by students.

Listed below is demographic information for the agency’s service area.

Races/Ethnicity in [area]

Race/Ethnicity	Estimate	%
White	#	
Black/African American	#	
American Indian and Alaska Native	#	
Asian	#	
Native Hawaiian/Pacific Islander	#	
Some other Race	#	
Two or More Races	#	
Total	#	
<b>Total</b>	<b>#</b>	<b>%</b>

Source: Fictitious data, for illustration purposes only

**Factor 2. Frequency of contact with limited English speaking persons.**

[This agency] has obtained and analyzed internal data and interviewed appropriate staff and report the following frequency of contact with limited English speaking individuals within the previous five years [insert data]

[The agency] responded to those needs in the following ways [insert how needs are met]

Or no instances of such services were provided/required.

The following requests for oral interpretation and documentation translation were received and services were provided in the following ways [insert how]

### **Factor 3. The nature and importance of programs and activities provided by the agency.**

[This agency] is a community mental health center, designated by the Missouri Department of mental health responsible for a service or catchment area (describe here).

[Or, insert language about agency's enabling legislation or other special designations].

Program offerings include crisis services, outpatient treatment for mental illness and co-occurring disorders, integrated healthcare, psychiatry, residential drug and alcohol treatment. These programs provide an essential safety net for persons residing in this catchment area. As such delay, of response to inquiries and access to services may engender serious health and safety consequences for persons and families seeking admission.

Therefore it is incumbent upon [the agency] to minimize time delays and other barriers by establishing within this plan procedures for obtaining an interpreter and for translation of documents. Furthermore disqualification of an individual seeking treatment from this organization is acknowledged as unacceptable according to the standards set forth by the cultural competence committee, management, Board of Directors, and per the funding conditions...

Additional narrative and data from the cultural competence committee inserted here...

### **Factor 4. Resources available for this agencies regional responsibility.**

As a CMHC designated by the Missouri Department of Mental Health, [or other status or designation] this agency receives public and private revenue and funding from a number of payer sources which include:

Federal funding includes...

State funding includes...

Local funding includes...

Private funding includes...

### **Language access plan**

This service area has relatively (more / fewer) residents with limited English proficiency, per the above data. We are committed to removing as many barriers to information access as feasible. The following steps have been identified to reduce language barriers to limited speaking individuals served by or in our service area:

- Formally document any instances of limited English speaking individuals, requests, or inquiries by each staff member receiving any call or inquiry to establish services. This information will be used as a data source to identify potential future language needs
- Post signage at public meetings, all agency locations, website, identify other areas, noting that language translation is available upon request. Language in the signage to correspond with the threshold language groups identified elsewhere in this plan.
- On the accessibility page of the website note that interpreters and document translation are available upon request
- Identify a resource list of interpreters and translation services
- Collaborate with local agencies and institutions who are able to provide interpretation and translation services
- Whenever information is made available in multiple languages, have the translations on file and on display if possible in all locations, and specifically for locations in which persons seeking services are physically, telephonically, or electronically in contact with the organization

- Review the data available through the United States Census Bureau or other local sources (such as MARC, School districts, Medicaid, etc.) to establish baselines and monitor changes in the limited English speaking population for this service area
- Post the cultural competence plan and language access plan on the agency’s website
- Review the language access plan annually or as needed. Updates should include interviews with key partners in this service area (e.g.,) school districts, law enforcement, nonprofit organizations that provide counseling, youth services, young adult transition, faith communities, social determinants service providers, etc.
- Apprise patient advocates and others in an ombudsman role of these policies and procedures.

## Implementation

**Staff:** To implement this plan staff will be made aware of this plan, community resources, and will be trained in how to access them. Staff supervision will integrate oversight into direct service staff use of language access materials and resources.

**Information Resources:** Consumer rights notices and other information on due process procedures and complaints will be available in locations identified per the above. “I speak” cards will be readily available. Staff will be provided with information on where translated information resources are available to download from the agency’s website.

**Language Resources:** An internal database will be created by conducting a survey of the staff and their language skills. The cultural competence committee and management will gather information on bilingual certification and begin the process of long-term planning so that merit review, pay, responsibilities, and leadership opportunities are reflective of the assets created for the organization by staff that are certified as bilingual. The cultural competence committee and management will also explore other forms of interpreter certification as appropriate.

List of available resources:

[insert resource list here]

Table of languages spoken in this service area

[insert table here]

### List of attachments

Your Right to an Interpreter

Language access assessment and planning tool for federally conducted in federally assisted programs

HHS OMH / Office of Minority Health: CLAS standards – culturally and linguistically appropriate services

CLAS standards more information and support materials – Available at: <https://www.thinkculturalhealth.hhs.gov/>