

DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY SERVICES (DBHIDS)

LANGUAGE ACCESS PLAN & PROTOCOL 2016

PREPARED BY:
SARORNG (RORNG) SORN
DIRECTOR OF IMMIGRANT AFFAIRS AND LANGUAGE ACCESS SERVICES

1. PURPOSE AND AUTHORITY

- A. In Cooperation with the Mayor's Office, the **Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)** is committed to compliance with Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006), and the Philadelphia Home Rule Charter § 8-600 and § A-200, in ensuring meaningful access to City services and programs for individuals with limited English Proficiency (LEP).

- B. The purpose of this document is to establish an effective plan and protocol for DBHIDS personnel to follow when providing services to or interacting with individuals who have limited English proficiency (LEP). Following this plan and protocol is essential to the success of our mission to improve the health status of Philadelphians in need of behavioral health and/or intellectual disability services. This is accomplished through an emphasis on recovery and resilience-focused behavioral health services, as well as an emphasis on self-determination for individuals with intellectual disabilities. Our goal is to help individuals realize their goals and attain the highest quality of life possible. We work with persons recovering from mental health and/or substance use, individuals with intellectual disabilities, families, and service providers to ensure that high quality services are accessible, effective and appropriate. We are committed to developing a system of care that is data-driven, employs evidence-based practices, promotes cultural competence and eliminates health care disparities.

2. GENERAL POLICY

- A. DBHIDS recognizes that the population eligible for services includes individuals who are Limited English Proficient (LEP). It is the policy of DBHIDS to ensure meaningful access to LEP individuals. DBHIDS adopts the following policy to ensure that LEP individuals can gain equal access to DBHIDS' services and communicate effectively. This Plan applies to all DBHIDS offices.

- B. It is the City's policy to grant access to services or programs to every person even when the person has a limited ability to speak, understand, read or write English. DBHIDS intends to take reasonable steps to provide LEP persons with meaningful access to services and programs. DBHIDS seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their primary language.

- C. DBHIDS, rather than the LEP member, bears the following responsibilities:
 - (1) Providing language appropriate services to all LEP individuals seeking services.
 - (2) Staff members at the initial point of contact with LEP members have the specific duty to identify and record language needs and provide language appropriate services accordingly
 - (3) Use of informal interpreters such as family, friends of the person seeking services, or other members must be discouraged.
 - (4) Minor children are prohibited from acting as interpreters.
 - (5) No staff may suggest or require that an LEP member provides an interpreter in order to receive services.

- D. The preferred method of serving LEP persons is by:
 - (1) Using competent and trained bilingual staff able to provide services directly to the member in his/her primary language without the need for an interpreter.
 - (2) Available, trained, competent bilingual staff may be used for in-person or telephone interpreting to support other staff
 - (3) Staff should seek assistance from professional in-person (preferred) or telephonic interpreters when staff cannot meet language needs.
 - (4) Offices should recognize that certain circumstances may require specialized interpretation and translation services even when staff with bilingual abilities is available (for example, situations concerning HIPAA, confidentiality or anything that may have a legal implication). Staff must be authorized to

provide language services to communicate effectively even when such assistance is not requested by the LEP person.

3. LANGUAGE ACCESS COORDINATOR OR COMMITTEE

Language Access Coordinator

Sarong (Rorng) Sorn

Director of Immigrant Affairs and Language Access Services

Department of Behavioral Health and Intellectual Disability Services (DBHIDS)

1101 Market Street, Suite 800

Philadelphia, PA 19107

Direct: (215) 685-5454

Sarong.sorn@phila.gov

Administrative Services Director:

Jeffrey Orlin

1101 Market Street, Suite 700

Direct: (215) 685-5476

Jeffrey.Orlin@phila.gov

Commissioner:

Arthur C. Evans Jr., Ph.D.

Deputy Commissioners:

David T. Jones

Roland Lamb

4. DIRECT CONTACT WITH LEP INDIVIDUALS

DBHIDS has several points of contact with the public:

1. **Offices walk ins-** at any time of the week LEP individuals may come into DBHIDS offices looking for help in obtaining services. In these instances, if there is no bilingual staff available to interpret, staff must use telephonic interpretation.

2. **Phone calls** - at any time of the week LEP individuals may call DBHIDS offices for help in obtaining services. In these instances staff member receiving the phone call must use telephonic interpretation.
3. **Meetings/Information Sessions** - at times DBHIDS will hold meetings or information sessions. If language needs are anticipated, DBHIDS will utilize in person interpretation for appropriate language.

5. LANGUAGE ACCESS SERVICES AND PROTOCOLS

A. INTERPRETATION

1.) Services Provided

To ensure that the inability to communicate in English does not deprive the public of rights and privileges, DBHIDS will continue to provide interpretation, at no cost to the resident, for LEP individuals. Services offered include in-person and telephonic interpretation.

Definitions:

- a) **Primary Language:** means an individual's native tongue or the language in which an individual most comfortable and effectively communicates.
- b) **Limited English Proficiency:** (LEP) designates individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English. LEP individuals may be competent in certain types of communications (i.e., speaking or understanding), but still be LEP for other purposes (i.e., reading or writing). Similarly, LEP designations are context-specific; an individual may possess sufficient English language skills to function in one setting, but may find these skills are insufficient in other situations.
- c) **Interpretation:** is the act of listening to a communication in one language (source language) and orally translating it to another language (target language) while retaining the same meaning.
- d) **Translation:** Transposition of contents into another language, in line with the intended meaning. An activity that aims at conveying meaning or meanings of a given-linguistic discourse from one language to another.
- e) **Bilingual:** is the ability to utilize two (2) languages fluently

2.) Protocols

The policy of the DBHIDS is to provide timely meaningful access for LEP persons to receive behavioral health and intellectual disability services. Departmental personnel will ensure that language assistance services are provided to LEP individuals whom they encounter or whenever an LEP person requests language assistance services when securing behavioral health and intellectual disability support services. All departmental personnel will inform constituents that language assistance services are available free of charge to LEP persons and that the Department will provide these services to them.

To ensure that the inability to communicate in English does not deprive the public of rights and privileges, our department will continue to provide an interpreter, at no cost to the resident, for LEP persons pursuant to the following procedures:

1. An individual approaches an employee and appears to be asking for help but has difficulty communicating what he or she needs, and/or
2. When a request for an interpreter is made either orally, in writing or by pointing to a language card, the employee shall determine whether bi-lingual staff in the office is available who speaks the language being requested.

3.) Procedures

When an LEP person call or walk-in and bilingual staff is not available, the employee shall contact a telephone interpreter service to provide interpreter services. The process to do so is outlined below:

Telephonic Interpretation

DBHIDS can get an over-the-phone interpreter by calling the following vendor: Language Services Associates. This service is available 24/7.

To submit a request, call 703-688-1000 and provide the following information when greeted by a coordinator:

- When prompted, please enter your five-digit access code:
- Press 1 for Spanish, 2 Mandarin, 3 Cantonese, 4 Arabic, or 9 for all other languages.
- For Spanish, Mandarin, Cantonese and Arabic, the interpreted session may now begin.
- For all other languages, when greeted by a coordinator, request the language needed or ask for assistance in identifying the language.
- Hold momentarily while your interpreter is connected. Once on the line, you will be

notified and provided with the interpreter's ID number.

- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the Limited English Proficient speaker in the first person.

Example: "What is your name?" NOT "Ask her what her name is."

- Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

In-Person Interpretation

A. When an LEP person requests in-person interpretation for a future meeting, in-person, or whenever a departmental employee is visiting a consumer where an interpreter is necessary on-site you can request an in-person interpreter by contacting the following vendors:

1. Nationalities Service Center. This service is available 24/7, but please give more than 48 hours' notice whenever possible. In an emergency, use a telephonic interpreter.

To submit a request online, visit www.nscphila.org/language-access-services/request-services

- o Fill out service request form and be sure to select interpretation
- o Enter any interpretation appointment information available
 - You will receive an email once an interpreter has been confirmed

Cancellation of In-Person Interpreter

If a request in-person interpreter will not be needed, call the appropriate vendor to cancel the request at least a full business day in advance of the scheduled time (if possible).

4.) Future Plans/Language Access Goals:

- a. **Use telephonic interpretation, and ensure that the public knows about the availability of these services** - DBHIDS will make telephonic interpretation services available in its main office through Language Services Associates. The telephonic interpretation service is available in over 170 languages, 24/7. DBHIDS will continue to inform the public about these resources through social media, visible multilingual signs and will train its key staff and frontline staff on how to use telephonic interpretation services.
- b. **Grow in-person interpretation services** - DBHIDS will offer in-person interpretation for scheduled meetings and events as needed through Language Services Associates and

Nationalities Service Center if given enough notice. DBHIDS will continue to inform the public about these resources through social media, visible multilingual signs and will train its key staff and frontline staff on how to use telephonic interpretation services.

- c. **Grow bi-lingual staff** - DBHIDS will continue to promote and grow bi-lingual/bi-cultural staff who can provide services directly to the member in his/her primary language without the need for an interpreter.

B. TRANSLATION

1) Services Provided

To ensure that the inability to communicate in English does not deprive the public of rights and privileges, our department will continue to provide translations, at no cost, for LEP individuals. This includes translations of vital documents, signage and portions of our website.

2) Protocols for Document Translation

- a. Vital Documents –DBHIDS is not a direct service provider. However, various offices and units within the department host various workshops, trainings, conferences, community meetings, and mental health screenings year to year. These offices and units will identify the need for translation. Vital documents may include but not limited to DBHIDS Resource Guide, Healthy Mind Philly Brochure, and flyers for workshops, trainings, conference, and community meetings.
- b. DBHIDS’s hotlines and Healthy Mind Philly Brochure have been translated into Spanish and Russian. These documents will also be translated into Chinese (Mandarin and Cantonese) Vietnamese, Cambodian (Khmer), and in the future, we will look into Arabic, Bhutanese, any language that is in demand.

2. Procedure for Submitting a document for translation:

- a. Any staff within DBHIDS needs translation, please email editable document to Sarorng Sorn at Sarorng.sorn@phila.gov 2 weeks in advance.
- b. Sarorng will email the editable document to Office of Immigrant Affairs (OIA) – Language Access Program Manager at Orlando.almonte@phila.gov
- c. OIA will submit the translation request to translation vendor to obtain a quote.
- d. OIA will email Sarorng a quote with a time estimate for delivery of the translation.
- e. Quote must be authorized by Jeffrey Orlin with authority. If Jeffrey is not available, Sarorng will sign the quote and copy Jeffrey.
- f. Quote is then signed and emailed back to OIA.
- g. OIA will email Sarorng the translated documents.

NOTE: Before submitting a document for translation, please review your document and ensure the following:

- ✓ The content has not already been translated in another document.
- ✓ The document and translation procedure have been approved by your supervisor.
- ✓ The document is in a format that can be edited (e.g. MS Word, Publisher, InDesign, etc.)
- ✓ Terms you do not want translated are highlighted, i.e. the name of your unit, program or street.
- ✓ The document is written so it can be understood by readers with lower literacy skills.
- ✓ If the translation is a continuation of a series or collection of documents, you may request the same vendor to keep the translation consistent.

4.) Signage

- a. Currently, DBHIDS does not have signage in its offices that would require translation. DBHIDS is not a direct service agency.

5.) Website Translation

- a. DBHIDS website contains information about the entire range of DBHIDS programs and services. Currently the following information and materials are available on the website in Spanish:
 - a. Online screening via Healthy Mind Philly at <http://healthymindsphilly.org/>
- b. In Fiscal Year 2017, DBHIDS will translate and provide additional selected documents and notices, and make them available through the website, social media and/or community engagement meetings and other events. DBHIDS will periodically review the DBHIDS website with the goal of improving its accessibility to LEP persons. This includes identifying the most important information to be translated and the best means for disseminating translations to LEP communities.
- c. Taglines will be included in the website that explains that LEP individuals can obtain a translation of documents or that interpretation can be made available in our office.

6.) Future Plans

- a. Write public materials in plain English and translate extensively. DBHIDS will work with OIA to translate public materials and vital documents. DBHIDS will implement a process involving internal and external stakeholder's survey and feedback to determine which languages are in higher demand to best accommodate the LEP community.

C. BILINGUAL STAFF

1) Current Staff

- a. This list identifies the languages spoken by DBHIDS staff who are linguistically, culturally, and technically able to deliver services in a language other than English and/or to service as interpreters if available:
 - i. Spanish,
 - ii. Khmer/Cambodian
 - iii. Chinese
 - iv. Russian
 - v. Ukrainian
 - vi. Malayalam (an Indian Language)

2) Future Plans

- a. **Hiring** – Hiring decisions are based on Department’s business needs as assessed and interpreted by department heads, including language service needs. Language service needs will be addressed by including language skills as a “desirable” qualification in job and internship announcements.
- b. If bilingual or multilingual skills are included in the job description, a candidate’s language proficiency should be assessed as part of the selection process. Assessment may include:
 - i. Formal testing of language proficiency or interpreting/translation ability; and certification, transcripts, diplomas or other evidence of language proficiency in English or other language; or
 - ii. Certification, transcripts, diplomas or other evidence of training in interpreting and/or translation.
- c. **Staff Interpreters** – Competent and trained bilingual staff can also function as interpreters for other staff, when needed and staffing permits. DBHIDS currently does not have a formally trained interpreter on staff but has staff that can interpret in a non-technical, non-legal setting. DBHIDS will work with OIA to provide training to bilingual staff as needed.

D. TRAINING STAFF ON POLICY, PLAN AND PROTOCOLS

1) Training Protocol

- a. DBHIDS Language Access Plan is part of new employment training and provided as a hard copy to all staff members at hiring.
- b. DBHIDS will distribute the Language Access Plan to all staff and will have a current electronic copy available so that all staff will be knowledgeable of language access policies and protocols.
- c. All staff will receive language access training upon employment and then refresher courses annually as needed.
- d. Language access training will include information on the following topics:
 - i. Legal obligation to provide language assistance;
 - ii. Language access plan and protocols;
 - iii. Cultural competency;
 - iv. How to use/request current language services

2) Future Plans

- a. DBHIDS will work to provide bilingual employees with formal interpretation training and expand training opportunities on plain-language and cultural competency topics.

E. ADMINISTRATIVE HEARINGS

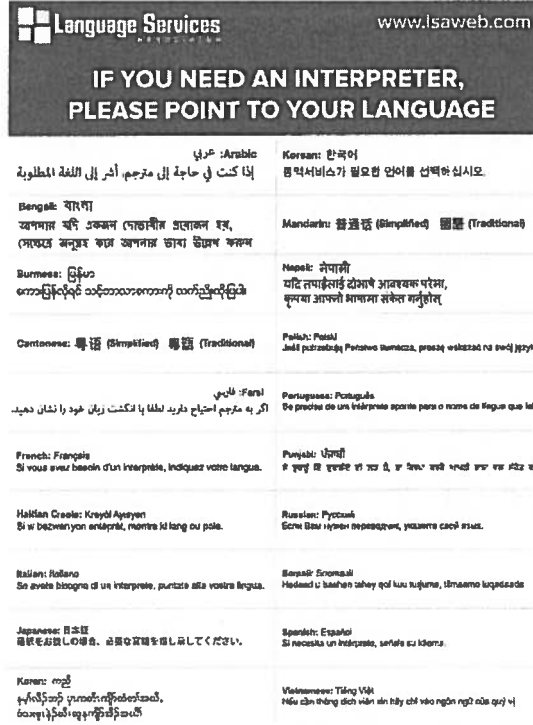
This section applies to departments that hold administrative hearings. State law (2 C.S. § 561 et seq. (Act 172 of 2006)), requires the appointment of certified or otherwise qualified interpreters for local administrative hearings. In this section list the protocols for language access in administrative hearings.

Currently, DBHIDS does not hold administrative hearings.

6. NOTICE OF THE RIGHT TO LANGUAGE ACCESS

- 1) Posters notifying LEP individuals of their right to language services will be developed and displayed in our main offices, which are mainly the area of public contact. These posters will contain information regarding free interpretation services and different languages for the individual to indicate which language they need assistance in.
- 2) Department notices and flyers will also provide notice of the availability of language services with simple instructions on how to request language assistance.

- 3) Taglines will be included in or attached to public documents and notices that explain that LEP individuals can obtain a translation of the document or that an interpreter can be made available.
- 4) In all areas of public contact, DBHIDS will post and maintain clear and readable signs in the languages most prevalent in the City notifying LEP individuals that free translation and interpretation services are available to them.
- 5) Display a "Language Card" similar to the one below where an LEP individual can point to the language that they need help in:



7. DATA COLLECTION AND MONITORING

A. Data Collection

The following information will be required to be monitored and collected by departments and will be collected via quarterly reports by Immigrant Affairs and Language Access Services Unit and submit to the Office of Immigrant Affairs:

- (1) Number of LEP Encounters (By Language)
- (2) Type of Language Services Provided to LEP Customers
- (3) Number of Documents Translated
- (4) Language Services Expenditures

Additionally, Language Access Coordinators will be required to report quarterly on the following:

- (1) Number of bilingual staff
- (2) Number of staff trained in Language Access/Cultural Competency

B. Annual Report/Evaluation

- 1) DBHIDS will conduct an annual evaluation of its Language Access Plan to determine its overall effectiveness, review the progress of department goals and identify new goals or strategies for serving LEP residents. The designated staff will lead the evaluation with the assistance of the Deputy Commissioner. The evaluation will include the following:
 - a. Assessment of the use of telephonic interpretation, in-person interpretation and translation services.
 - b. Assessment of data collected about the LEP's primary language.
 - c. Assessment of the number and types of language requests during the past year.
 - d. Assessment of whether staff members understand the Language Access Plan and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are up-to-date and accessible.
 - e. Assessment of complaint information; and
 - f. Assessment of soliciting feedback from LEP individuals and community groups.
- 2) Evaluation results and recommended changes will be shared with OIA's Language Access Coordinator and incorporated into **annual report which is required to be filed under Philadelphia Home Rule Charter § 8-600**. The Language Access Coordinator will also keep a record of any language access services provided and will make this information available during the annual review process. In connection with updates to the Language Access Plan, the DBHIDS may use some of the following tools to conduct further assessment:
 - a. Request comments and feedback from visitors that have received language services

- b. Establish a tracking system to collect primary-language data for individuals that participate in programs and activities

8. LANGUAGE ACCESS GRIEVANCE PROCEDURE

LEP persons may file a formal Language Access grievance with the Office of Immigrant Affairs if they believe they have been wrongly denied the benefits of this Language Access Plan. They must file your complaint within 6 months of the alleged denial. To file a formal complaint, you must fill out a Language Access Grievance Form and submit the form in person, by mail or e-mail to:

Office of Immigrant Affairs
Orlando Almonte
Language Access Program Manager
City Hall, Room 110
Philadelphia, PA 19107
E-Mail: orlando.almonte@phila.gov

The form will also be available on OIA's website once the website is completed.

Additionally, any person, regardless of immigration status, may submit a formal legal complaint through the Philadelphia Commission on Human Relations. To do so, please complete a Public Accommodations Discrimination Intake Form and submit in person or by mail to:

Philadelphia Commission on Human Relations
The Curtis Center
601 Walnut Street, Suite 300 South
Philadelphia, PA 19106

To access the form and for more information, please visit www.phila.gov/humanrelations

9. TIMELINE FOR IMPLEMENTATION

Implementation Plan Logistics

Major milestones in our plan will include:

- 1.) Continuing to broadly translate and interpret as needed
- 2.) Updating agency language access tools and resources to all offices
- 3.) Exploring additional training opportunities for staff

Timeline:

2016

- 1.) Implement language access protocol, utilizing telephonic and in-person interpretation as needed
- 2.) Have current vital documents translated and publicly available
- 3.) Assess if other documents should be translated
- 4.) Provide public notice of available language services through use of posters and flyers available in our main offices
- 5.) Review any Language Access comments or complaints and determine possible changes

2017

- 1.) Have all employees trained in Language Access/Cultural Competency
- 2.) Work outlined in 2016 will continue
- 3.) Review Language Access Report and assess data and use to make further changes to the Language Access Plan
- 4.) Agency will adjust and update this plan as needed

10. SIGNATURE PAGE



Language Access Coordinator

Sarorng Sorn

Director of Immigrant Affairs and Language Access Plan



Commissioner

Arthur C. Evans Jr., Ph.D.

DBHIDS