

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: **Translation Request Policy**

<p>Issued By: Kavoo Ghane Bassiri, LMFT, LPCC <i>K. Ghane</i> Director of Behavioral Health Services</p> <p>Effective Date: March 1, 2019</p>	<p>Manual Number: 3.02-23</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 this policy and procedure is to ensure that Behavioral Health Services (BHS) staff can adequately obtain translation services in a timely manner that provides the client with documentation and educational materials that they can read in their preferred language. Also included are documents used for outreach purposes or client engagement/feedback*. 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) who are to receive service-related documents, outreach or educational materials.

Procedure:

A. Requests for Translations of Documents

- 1.1 When it is known that the translation of a document will be needed for a future appointment, or outreach materials for a community event, signage for a facility or any other variety of written content, it's the responsibility of site staff to contact the Office of Equity, Social Justice & Multicultural Education (OESM) to request the translation. Depending on the amount of content (wordcount), this should be done at least a week in advance of when it is needed.

- 1.2 The staff person requesting the translation should provide the Cultural Competence Analyst with the following items:
 - [Translation/Interpretation Request Form](#)
 - A digital copy of the document being translated (preferably in MS Word format)
- 1.3 The items should be emailed to BHS-OESM@sfdph.org for processing. A digital copy of the request form can be found in the above hyperlink or requested from the Cultural Competence Analyst at the same email.
- 1.4 The Cultural Competence Analyst will forward the document to one of the department-approved vendors and inform them of the date by which it is needed, as stated on the request form. The BHS staff person can periodically check in with the Cultural Competence Analyst to get updates on the status of the order.
- 1.5 Once the translation is completed by the vendor and delivered to the Cultural Competence Analyst, the document will be forwarded to the staff who made the initial request.

Notes:

- *Reverse translations, that is translations of non-English content to English, can also be requested by the same process.*

Contact Person:

Cultural Competence Analyst, 415-255-3426 (voice), 888-484-7200 (TDY) or by

Email at: BHS-OESM@sfdph.org

Distribution:

BHS Policies and Procedures are distributed by the Behavioral Health Services Compliance Office

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