



## **SALISH BHO**

### **ADMINISTRATION POLICIES AND PROCEDURES**

**Policy Name:** INTERPRETER SERVICES AND ASSISTANCE

**Policy Number:** 2.14

**Reference:** State Contract, WAC 388-877-0748;  
WAC 388-877-0420; WAC 388-877-0680;  
WAC 388-877-1122

**Effective Date:** 4/2005

**Revision Date(s):** 12/2011; 4/2016; 6/2018

**Reviewed Date:** 4/2016; 6/2017; 6/2018

**Approved by:** SBHO Executive Board

#### **CROSS REFERENCES**

- Policy: Corrective Action Plan
- Policy: Comprehensive information Plan for Delivery and Services
- Policy: General Information Requirements

#### **PURPOSE**

It is the policy of the Salish Behavioral Health Organization (SBHO) to establish a process that clients are provided interpreter services and assistance in completing forms and taking procedural steps to obtain services.

#### **PROCEDURE**

1. Network providers are required to post the State required seven languages informing individuals of their outpatient rights. See SBHO Comprehensive information Plan for Delivery and Services and General Information Requirements.
2. Network providers are to post the "Point to your Language" signs in common areas, such as agency lobby.

3. Agency staff, including receptionists, shall be trained on how to respond and provide assistance to an individual using the “point to your language sign”.
4. Standard policy and procedure for requests of reasonable assistance for any services within the SBHO includes, but is not limited to:
  - Interpreter services, when needed
  - Toll free numbers for TTY/TTD interpreter capability
5. When interpreter services are requested, the network provider will identify an interpreter using:
  - State Language Line Services by calling 1-866-874-3972. The network providers are to use the SBHO designated client ID.
  - State website with local resources listed.
    - a. The network provider will contract directly with the interpreter for the interpreter services
    - b. When an interpreter is not available, or non-existent in a local area, the SBHO can assist in locating and arranging for interpreter services
6. Interpreter services shall be made available for the following:
  - Treatment planning
  - Direct services, to include individuals and family members

## **MONITORING**

This policy is a mandate by contract and statute.

1. This policy is monitored through use of SBHO:
  - Annual SBHO Provider and Subcontractor Administrative Review
  - Annual Provider Chart Review
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for SBHO approval. Reference SBHO Corrective Action Plan Policy