

Washtenaw County Community Mental Health

LEP SERVICE REQUEST – (policy)

PURPOSE

Clarify the process for staff to request language assistance services for Limited English Proficient (LEP)- identified consumers including interpretation in person or by phone, or translation of documents.

POLICY

- It is the policy of WCCMH that culturally and linguistically relevant assistance be made available as necessary to any consumer in order to ensure the consumer understands the services and benefits available to them.
- It is the policy of WCCMH that the use of these services is monitored for auditing purposes and to ensure timely payment for services.

DEFINITIONS

(none)

PROCEDURE(S)

(see procedures manual)

REFERENCES/NOTES

- Limited English Proficiency (CMH) training
- Culturally and Linguistically Relevant Services (regional/CMHPSM) policy

EXHIBITS – REMOVED FOR SECURITY PURPOSES

- A. Language Line Quick Reference Guide
- B. University Translators Services Request Form
- C. Instructions for Language Assistance (Translation/Interpretation) Services