

## **Santa Fe Recovery Center Policies and Procedures**

Policy Number: CCBHC 1d Effective Date: 01AUG2024 Revision Date:  
LEP

### **Policy and Procedure: Limited English Proficiency**

#### **Purpose:**

To ensure that clients with LEP have meaningful access to CCBHC services and receive timely, accurate, and culturally competent care without language barriers.

#### **Policy:**

The Santa Fe Recovery Center, in accordance with facility requirements for a Certified Community Behavioral Health Clinic, recognizes the right of all clients to access high-quality behavioral health services, regardless of their English proficiency. SFRC - CCBHC is committed to providing appropriate language assistance services to individuals with Limited English Proficiency (LEP) to ensure effective communication and equitable care.

#### **Staff Responsible for the Implementation of This Policy and Procedure (in part or in whole) Include:**

All Staff

#### **Procedure:**

##### **1. Identification of LEP Clients:**

- a. All staff must assess clients' language needs during the intake process. Clients are asked if they require language assistance services.
- b. Documentation of the preferred language must be recorded in the Electronic Health Record (EHR).
- c. The county needs assessment is used to determine the necessary interpretation languages based on safe harbor requirements of 5%.

##### **2. Provision of Language Assistance Services:**

- a. Interpretation Services:
  - i. SFRC -CCBHC will provide professional interpretation services (either in-person or via telephonic/video interpreters) for clients who speak languages other than English.
  - ii. Family members or friends may not serve as interpreters unless specifically requested by the client and after informing them of their right to free interpreter services.
- b. Translation Services:
  - i. Important documents, consent forms, and treatment plans may be made available in the client's preferred language, or read to them by an interpreter.
  - ii. SFRC -CCBHC will utilize certified translators for written materials when necessary.

##### **3. Coordination of Services:**

- a. Staff will contact trained interpreters or translation services as needed. Approved providers for language assistance include:
  - i. New Mexico Translation and Interpretation Services
  - ii. Martti Solutions
    1. For urgent cases, telephonic interpretation services must be used to prevent delays in care.
    2. Martti Solutions: 1-609-853-7490

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