

**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

**Santa Fe Recovery Center
Policies and Procedures**