

<b>SUBJECT</b> Limited English Proficiency (LEP)		<b>CHAPTER</b> 05	<b>SECTION</b> 01	<b>SUBJECT</b> 02
<b>CHAPTER</b> Clinical Practice Guidelines		<b>SECTION</b> Access to Services		
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I. APPLICATION:

- PIHP Board     
  CMH Providers     
  SUD Providers  
 PIHP Staff     
  CMH Subcontractors

II. POLICY STATEMENT:

It shall be the policy of Region 10 PIHP to recognize the special needs of individuals with Limited English Proficiency (LEP) and provide reasonable access to services in a manner that facilitates full participation by all persons.

III. DEFINITIONS:

Basic Reading Level: The reading level at which an individual is able to understand the overall meaning of what they read.

Limited English Proficiency (LEP): Persons who cannot speak, write, read or understand the English language in a manner that permits them to interact effectively with health care providers and social service agencies.

Linguistically Appropriate Services: Services provided in the language best understood by the individual receiving services through bilingual staff and/or the use of qualified interpreters, including American Sign Language, to individuals with LEP. These services are a core element of cultural competency and reflect an understanding, acceptance, and respect for the cultural values, beliefs, and practices of the community of individuals with LEP.

IV. STANDARDS:

- A. The PIHP and its Provider Network shall provide reasonable access to linguistically appropriate services based on the needs of the individual served.
- B. Service information will be offered in a manner easily understood by the individual served.
- C. Policies and procedures will address the special needs of individuals with limited English proficiency.
- D. The PIHP and its Provider Network should sensitize its respective staff to the issues of limited English proficiency.
- E. If an individual requests services and is unable to communicate using English, any office and/or program must have elements in place to facilitate communication in order for the individual to obtain access to services.

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V. PROCEDURES: N/A

VI. EXHIBITS: N/A