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