

14.01 Bilingual Certification

I. PURPOSE

To provide direction for establishing and operating the Bilingual Certification Committee that will evaluate and certify staff to provide bilingual interpretation services.

II. POLICY

Provision of bilingual treatment services or facilitation of treatment services by means of bilingual interpretation and translation services, are evaluated, and certified by The Bilingual Certification Committee.

III. REFERENCE(S)

- Code of Federal Regulations, Title 42, §438.10
- Welfare & Institutions Code §14727(d)
- California Code of Regulations, Title 9, §3200.210
- Mental Health Plan Contract with DHCS
- Drug Medi-Cal Organized Delivery System contract with DHCS
- SLOBHD Cultural Competence Plan and Updates
- SLO Health Agency Non-discrimination and Language Access Plan

IV. PROCEDURE

- A. The Ethnic Services Manager will be responsible for the establishment and continued operation of a Bilingual Certification Committee (BCC).
- B. The BCC is comprised of the Ethnic Services Manager and three bilingual staff members, at least one of whom is a native speaker of the threshold languages in the county.
- C. The committee is responsible for developing a minimum of four clinical scenarios in each threshold language when evaluating candidates for certification. The committee will develop an evaluation checklist which will require a score from 0-25 for each of the areas described below for a maximum possible score of 100. The checklist will include, but not be limited to:
 1. Fluency, the ability to communicate with ease, verbally and non-verbally
 2. Depth of Vocabulary, including the ability to communicate complex psychiatric/psychological concepts which may or may not have direct corollaries in the language in question

3. Grammar, appropriate use of tense and grammar
 4. Cultural considerations related to potential client
- D. The certification process is conducted by two bilingual committee members, one of whom is the committee's identified native speaker. The native speaker assumes the role of the client as described in one of the four clinical scenarios presenting for an initial Assessment. The certification interview will follow a standard initial Assessment format.
- E. The certification interview should take approximately 30 minutes. The BCC members may ask follow-up questions for clarification. The candidate is given an opportunity to make any remarks she or he may wish for clarification.
- F. Following the departure of the candidate the BCC members separately score their evaluation of the candidate's performance. The evaluators' score is then averaged. A passing score will be 60 or greater. The candidate is notified by a memo issued from the committee as to the outcome of the evaluation, with copy given to Health Agency Human Resources.
- G. A candidate who has failed to be certified may appeal to the Bilingual Certification Committee and request to be retested by two other committee members who will repeat the process.

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V. REVISION HISTORY

Revision Date:	Section(s) Revised:	Details of Revision:
02/27/2009		Adopted
09/04/2018	All	Formatting
8/21/2020	All	Updated language and procedure
Prior Approval dates:		

<i>Signature on file</i>		<i>02/27/2009</i>
Approved by:	Behavioral Health Administrator(KB)	Date