



YOLO COUNTY
ALCOHOL, DRUG AND MENTAL HEALTH DEPARTMENT
POLICY AND PROCEDURES MANUAL

SUBJECT: Training of Interpreters

POLICY

ADMH interpreters are trained to have the skills necessary to provide culturally and linguistically competent services.

PROCEDURE

Training shall be made available to persons employed as interpreters at the Yolo County Alcohol, Drug and Mental Health Department. Initial training will be mandatory for new County staff employed as interpreters, with existing staff being encouraged to attend on a refresher basis.

Interpreter training can be a collaborative effort between ADMH with the State Department of Mental Health, the State Department of Health Services, and Yolo County Department of Public Health, to make training available to interpreters.

The interpreter training will include but not be limited to a discussion of the following topics:

1. Confidentiality and HIPAA requirements;
2. Legal and ethical consequences of poor communication;
3. Development of listening skills to achieve accurate and impartial interpretation;
4. Mental health terminology;
5. Language transposition, literal translation, and contextual interpretation;
6. Client culture as related to the impact and integral relationship between the consumer's personal experience of mental illness and the mental health system.

REFERENCES

CCR, Title 9, Chapter 11, Section 1810.410 (a);
DMH Information Notice No. 02-03, Page 17.

APPROVED BY:



ADMH Director

11-3-08

Date

ATTACHMENT G



YOLO COUNTY
ALCOHOL, DRUG AND MENTAL HEALTH DEPARTMENT
POLICY AND PROCEDURES MANUAL

SUBJECT: Cultural Competency and Training of Interpreters

POLICY

County employees who perform the duties of an interpreter shall be provided training to enhance their interpreter skills. This training will prepare interpreters to provide consumers with culturally and linguistically competent mental health services.

PROCEDURE

In collaboration with other counties, Quality Management will provide training for interpreters. The training shall be mandatory for all new County and provider staff employed as interpreters, and will include, but not be limited to, a discussion of the following topics:

1. Definitions and differences between cultural and linguistic competence standards.
2. The relationship between culture/ethnicity/language and barriers to treatment.
3. The relationship between culture/ethnicity/language and decisions to seek treatment. When/how to make culture specific provider referrals.
4. Yolo County geographic and socio-economic profile, including demographic composition and population trends of Medi-Cal beneficiaries by ethnicity, age, gender, and primary language.
5. Distribution of culturally and linguistically appropriate written information for threshold languages.
6. Interpreter choice and prohibition of expectation that family members will provide interpreter services (consumer may choose to use a family member or friend as an interpreter after being informed of the availability of free interpreter services.)
7. Client Culture: impact and integral relationship between the consumer's (adult, child, adolescent) personal experience of mental illness, including diagnosis/labeling, medication, societal/familial stigma, economic impact, the procedures implemented by the mental health system related to cultural competency, and the consumer's ethnicity.

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REFERENCES

9 CCR § 1810.410(a)

DMH Information Notice 02-03, Page 17.

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