



DEPARTMENT OF ALCOHOL, DRUG AND MENTAL HEALTH

Kim Suderman, LCSW, Director

ADMINISTRATION

137 N. Cottonwood Street, Suite 2500  
Woodland, Ca 95695  
Office – 530-666-8516  
Fax – 530-666-8294

Mark Bryan, Deputy Director  
Christina Hill-Coillot, Deputy Director  
Michael P. Tucker, Deputy Director

STATE DEPARTMENT OF MENTAL HEALTH  
MEDI-CAL OVERSIGHT  
FISCAL YEAR (FY) 2008-2009

DATE: January 12-16, 2009  
TO: DMH Review Team  
FROM: ADMH  
SECTION: A – ACCESS  
SUBJECT: Response for Item No. A.20.

*Is there evidence that Limited English Proficient (LEP) individuals are informed of the following in a language they understand:*

a. *LEP individuals have a right to free language assistance services?*

Yes. This information is indicated on posters in each waiting room. There is the "point to a language" sign to indicate what language a person speaks so that the staff can successfully use the language line. Staff are reminded of the free language assistance availability during interpreter trainings, All staff meetings, Cultural Competency meetings and trainings. Staff is also reminded to ask this during the intake process by the prompt on the Acknowledgment of Receipt checklist. Information can also be found in the ADMH CCP.

Language Line; Interpreters; Interpreter trainings - All staff; Informing materials

b. *LEP individuals are informed how to access free language assistance services?*

See a. above.