

SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

POLICY AND PROCEDURE MANUAL

Section: Recipient Rights
Policy Number: 33
Subject: **Service to Consumers with Limited English Proficiency**

Effective Date: 4/22/02
Last Revision Date: 5/17/16
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Policy

It is the policy of Shiawassee County Community Mental Health Authority (SCCMHA) that all individuals requesting services or support through SCCMHA access center and receiving services or supports through SCCMHA who communicate in a language other than English will be accommodated to ensure they have the same ease of access to needed services as consumers whose primary language is English. Procedures will be developed that address relevant staff competencies, provision of written materials in alternative languages, availability of interpretation services and the considerations that need to be given during the course of service access and delivery to diversity in the use of language and communication styles.

Purpose

To assure appropriate accommodation of the needs of individuals with limited English proficiency in the delivery of mental health services and supports for individuals with mental illness, developmental disabilities and serious emotional disturbances.

Application

This policy will apply to all SCCMHA programs and services.

Compliance

External: Michigan Department of Health and Human Services Mid-State Health Network

Approved by: 
Board Chairperson

9-26-2016
Date


Chief Executive Officer

9/28/16
Date

