



COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration
Behavioral Health

Clinic Services
Emergency Medical Services
Environmental Health/Animal Services

Public Health
Public Administrator/Public Guardian

Policy Number	452
Policy Title	Distribution of Translated Materials
References	DMH Information Notice No.: 7-10
Form	NONE
Effective	July 1998 REVISED: October 1, 2008 REVISED: November 14, 2017

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Policy

Materials providing information for consumers will be available in a language that is understandable to the language Threshold population, Spanish. Materials that require translation will be reviewed by several persons including, but not limited to, Program Supervisor and Management staff prior to distribution. All materials will be available at service locations. Program Management staff shall be responsible to assure a sufficient quantity is at each location. Material may be directly printed from the Quality Improvement (QI) or Health Department Website or Program Management may contact QI for printed material. General information regarding health and mental health will be available in the waiting areas of the service programs.

Procedure

1. Materials available to the public will be available in English and Spanish. Staff proficient in Spanish will develop all materials requiring translation.
2. All materials will be reviewed at least annually or as necessary to assure accuracy and completeness.
3. Translated materials may be reviewed by the Cultural Relevance and Humility Committee (CRCH) to assure that the materials are appropriately relevant.
4. Translated materials will be reviewed by designated staff to assure that it is understandable to the general public.
5. Copies of materials will be available at each service location. Program Management staff shall be responsible to assure a sufficient quantity is at each location. Material may be directly printed from the Quality Improvement (QI) or Health Department Website or Program Management may contact QI for printed material.
6. All informing material is available on the QI and Monterey County Health Department website. Staff may print these items for distribution as necessary.

31 7. In the event material is not available in the language of the consumer, reasonable efforts will be made to provide
32 the information to the consumer by staff proficient in the consumer's preferred language. Information in larger print
33 can also be made available upon request as can audio tapes in the preferred language. Staff may also be available
34 to read the material to the consumer if needed.

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36 8. In order to insure information is available and useful to consumers, satisfaction surveys will request consumer
37 feedback.

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39 9. Alternative formats of materials are made available upon request from the consumer. Alternative formats include
40 large print, upon request of the potential beneficiary or beneficiary. Large print means printed in a font size at least
41 18-font. (42 C.F.R. § 438.10(d)(3)), digital copies, oral interpretation, TTY/TDY and American Sign Language (ASL)
42 shall be made available at no cost to the potential beneficiary or beneficiary.
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